

SARABJOT SINGH

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Skills

- Customer Service
- Analytical Skills
- Time Management
- Management Skills
- Lead generation
- Sales team training
- KPI analysis
- Sales planning

Professional Summary

Profile Self-motivated individual with sales and customer service expertise. Proven experience meeting sales quotas and other metrics, meeting company goals, and working collaboratively with other professionals.

Experience

FIS Global Business Solutions India Private, FISGBS | Gurgaon

○ April 2023 - Current

Call Center Supervisor

- Started working as Call center supervisor and handling a team size of 80 FTEs
- Responsible for hard core sale for UK telecom client along with hygiene metrics (AHT, ART etc) and customer service (NPS)
- Developed comprehensive training materials and delivered engaging presentations on various topics related to sales success.
- Organized weekly one-on-one meetings with direct reports to review progress and address any challenges encountered.
- Created and managed a team of 05 sales Leader; provided training, coaching and mentoring to ensure successful performance.
- Perform quality controls and monitor production KPIs for the span

Teleperformance | Gurgaon

○ June 2022 - April 2023

Assistant Operations manager

- Responsible for handling a span of 80 associates for sales target delivery and customer service for US entertainment client
- Provide support to the operations manager in the day to day running of the organization
- Applied different approaches to changing work demands and to meet sales challenges.
- Responsible for training call center agents and Team leaders to make sure that service delivery on their part is always up to speed
- Maintain and enhance call center operations by supervising system performances, identifying and providing solutions to problems

Teleperformance | Gurgaon

○ October 2020 - June 2022

Team Leader

- Handling team size of 18-20 associates for US client for sales and customer service campaign

- Accurately completed daily reports on sales activity.
- Communicated work goals and deadlines for daily and MTD targets to employees to increase productivity and meet project benchmarks.
- Delegated tasks to team members according to project requirements and employee strengths.
- Daily Game plan preparation for BQ agents
- Need to maintain Sales compliance as per client quality parameter

Concentrix | Gurugram, Haryana

○ July 2019 - October 2020

Senior Customer Service Representative

- Started career with Concentrix as customer service representative for UK largest telecom and mobile provider EE. The job profile was to handle there billing concern and provide resolution on timely basis. Also was responsible for up sale of new contract along with upselling.

Education

April 2015

○ 12th

GHPS School, New, Delhi

May 2019

○ Bachelor's of Commerce - Business management

University of Delhi, New Delhi, Delhi

Certifications

JUMP Certified

TOPS and coaching certified

BEST Certified

Highlights

- Run 2 six sigma project on AHT and sales
- Best manager award for Q3 and Q4 in 2022
- Best Team leader globally recognition by client