

CHINMOY DAS



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Content Specialist II at Uber

❖ A result oriented professional with a qualitative experience of **6.3** years in multiple departments such as Operations, Training & Development, Sales, Recruitment and Project Management

❖ Presently associated with **Uber India Research and Development Private Limited** as a **Content Specialist II** with the **Uber Core Support** Team handling the NorthAm (US & Canada) Line of Business

❖ My expertise are Customer Service, Salesforce, Query builder, Google Suite, C360s and JIRAs, Team building, People Management, Project Management and Stakeholder Management

ORGANIZATIONAL SCAN

Oct 2017 - June 2020: UBER INDIA RESEARCH AND DEVELOPMENT PRIVATE LIMITED
Content Specialist II - Content Management & Strategy

Job Role (Jan 6 - Jun 2020)

- ❖ Promoted as a Content Specialist II, Content Management & Strategy in US&C Content
- ❖ Content Strategist for US&C Content and delivering Special Projects

(Oct 2019 - Jan 2019)

- COE Specialist I, POC in UCS Freight (Backend Process)
- Invoice updation
- Stakeholder Management

(Jan 2019 - Oct 2019)

- COE Specialist I in UCS Recovery Support
- Delivering 100% completion on daily targets
- Completing projects assigned by Leads and SMEs on monthly basis

(Oct 2017 - Jan 2019)

- COE Specialist I in UCS Rider Accounts and Payments
- Supported Riders Accounts & Payments and Tech issues under US & Canada region
- Delivering 100% completion on daily targets

Additional Roles

- Updating the production tracker sheet
- Managing the Skips & Abandons, and Misroutes query for 3 LOBs using Query builder
- Sending the daily Verint report (employee adherence) to the WFM team via C360s JIRA
- As a POC, engaging with stakeholders and assigning the daily task to the team members

July 2016 - Oct 2017: GENPACT INDIA PRIVATE LIMITED
Process associate/Backup Trainer

Job Role

- Reviewing Reported Contents on **Facebook** and taking necessary actions on contents that violate Facebook's Community Policy.
- Achieving the given targets assigned without fail as well as mentoring the noobs.
- Training the reps whenever the Primary Trainer is unavailable or requires any additional support.
- As a HR SPOC, collecting all the internal and external referrals, screening the candidates and tracking referral bonuses for all employees.

Oct – June: ICICI Lombard GIC Ltd
Customer Relationship Manager

Job Role

- Handling and resolving customer queries and concerns while maintaining expected quality as per desired standards.
- Documenting / Recording transactions and the necessary follow-up requests with other functions by completing forms and record logs.
- Provide/take relevant information and update the system/s accordingly. Where the query cannot be successfully concluded at the first point of contact, provide the relevant functional area with a clear and concise written/verbal summary of the situation and its priority. Provide the Customer with a clear explanation of the action taken.

Feb - Sept 30: Wisdom IT Services
Tele Sales Executive

Job Role

- Going through the Job Seekers Resume/CV assigned to us in our CRM
- Knowing their requirements and pitching about our services
- Convincing Job Seekers to Buy our Services over the Telephone
- Maintaining the Call norms by taking 70 Calls Everyday to create a Pipeline
- Achieving the Given Targets (T1 & T2) every month by making Sales

ACHIEVEMENTS

At Academics/University!

- Medals in Athletics and Academics.
- Participation in Workshops Budget Control, MNC Life, Human Resource, Career Opportunities and Flash Mobs for Social Causes related to SAVE TREES, RESPECT WOMEN, H2O – HELP TO ORPHANS, SAVE WATER
- Appeared on THE HINDU, DECCAN CHRONICLE and TIMES OF INDIA for cultural activities, and a Brand model for PURPLE and Hirawats

Achievements at work	
Wisdomjobs	ICICI Lombard GIC Limited
Successful in completion of monthly targets. Promoted from Domestic sales to Gulf sales	Achieved an overall KPI Score: 91.75 Employee of the Quarter 2, 2015-16
Genpact India Private Limited	Uber India R&D Private Limited
<ul style="list-style-type: none">• Certificate of Recognition: Bronze Award for the Month of Nov 2016• Accuracy rate: 98% and above• 6 EE's (Exceeding Expectations) in 1 year	<ul style="list-style-type: none">• You da Champ Award• Favourite Connoisseur Award• Uber Heroes• Quality Award October

Projects handled at Uber	Major Courses completed
<ul style="list-style-type: none">• Saved Replies Analysis (Rider Accounts and Payments)• CSAT Analysis (Rider Accounts and Payments)• Policy Improvement (Rider Accounts and Payments)• RS Routing Guidelines (Recovery Support)• Introduction to NRN Policy (Recovery Support)• Mohali audit analysis (Recovery Support)• OE Project (US&C Content)	<ul style="list-style-type: none">• Lean Six Sigma Yellow Belt (MoreSteam)• Lean Six Sigma Green Belt(MoreSteam)• Google Sheets: Advanced Formulas and Functions (LinkedIn)• Balancing Multiple Roles as a leader(LinkedIn)• Project Management Foundations: Stakeholders (LinkedIn)

EDUCATION & CREDENTIALS

- ✓ BBA Graduate with **70%** in HR (Major) and Finance (Minor) from **Alliance Institute of Management**, i.e., affiliated to **Punjab Technical University**, Jalandhar in the Year 2014
- ✓ Intermediate from **Navy Children School**, Nausena Baugh, Vizag in the Year 2010

PERSONAL DOSSIER

Date of Birth: 10th June, 1992 | **Languages Known:** English & Hindi (Read/Write/Speak) | Odia (Speak)
Location: Hyderabad, Telangana, India.