**Nabarun Mukherjee**

**Contact No:** +91-9231619178

**Email:** nabarunmail@yahoo.com

**CAREER GOAL**

To work in a dynamic environment that provides me a wide spectrum of experience and exposure. To bring a dynamic and versatile portfolio of skills at work place and to serve the organization with positive attitude and efficiency. Personal believe is working in multitasking environment.

**PROFILE SUMMARY**

* Diploma in Business Administration with 10 years of experience in Tele-Sales, Client Servicing, Customer Service
* Resourceful in ensuring high quality customer experience, achievement of assigned targets in sales and while adhering to SLA’s and work processes and managing cost effective processes
* Expertise in tele collections for Telecom, Insurance ,as well as direct tele sales for matrimonial services in the domestic market
* Proficient in managing business operations with focus on top-line and bottom-line performance and skills in determining company’s mission and strategic direction as conveyed through policies and corporate objectives

**CORE COMPETENCIES**

* Analysing business trends, implementing plans to drive tele-sales ,and achieving the assigned targets
* Maintaining client and customer relationship to achieve repeat/referral business
* Mapping client’s needs, identifying improvement areas and implementing measures to maximize customer satisfaction
* Managing service operations for rendering and achieving quality service
* Leading, training and monitoring the performance of team members to ensure efficiency in tele operations and meeting of individual and group targets

**ORGANIZATIONAL EXPERIENCE**

**December 2018 till date**

**HDB Financial Services Ltd**

**Team Manager**

Role:

* Handling HDFC Bank collection unit at Stephen House for Two Wheeler and Gold Loan.
* Ensuring target achievement by team of 104 Telecallers along with 6 supervisors.
* Responsible for Recruitment, training, performance evaluation of the team.
* SLA adherence and projection for expansion along with performance

**November 2016-November 2018**

**Concentrix Daksh Services India Pvt. Ltd**

**Assistant Manager**

**Location-Kolkata**

**Role:**

**Process- Kotak Life Insurance Process (Dec’ 2017-till date)**

* Need to manage the team leaders along with their team.
* Process conduction and training.
* Client Queries Solving.
* Generate Sales within TAT time

**Process- JIO customer service (Nov’ 2016-Nov’ 2017)**

* Handling a team of 16 advisors attending inbound customer calls.

**October 2010 – November 2016**

**Matrimony.Com**

**Unit Manager – Kolkata for sales from Fresh Registrations and Community Based Service**

**Role:**

* Revenue generation from fresh registrations and community based services for Kolkata, Orissa, Jharkhand, Bihar and Lucknow
* Handling the sales unit of 12 tele calling based out of Kolkata
* Interacted with customers to resolve queries and closing sales of Premium Services
* Initiate process improvement by reviewing existing workflow
* Curbing attrition through team motivation and team building activities

**March 2010– October 2010**

**Aditya Birla Minacs Ltd**

**Senior Customer Care Executive-Kolkata**

**Role:**

* Making outbound calls to customer for selling various products of the company.
* New customer acquisition
* Customer retention

**April 2008 – February 2010**

**First Source Solutions Ltd**

**Process-Vodafone PLC**

**Customer Care Executive-Kolkata**

**Role:**

* Taking inbound calls to solve customers queries

**ACADEMIC DETAILS**

**EDUCATIONAL QUALIFICATION**

|  |  |  |
| --- | --- | --- |
| Name of Examination | Board /Council | Year of Passing |
| Madhyamik(Secondary Examination) | W.B.B.SE | 2001 |
| Higher Secondary Examination | W.B.C.H.S.E. | 2003 |
| B.COM | C.U | 2006 |
| MBA | IMT Ghaziabad(Distance Learing) | 2017 |

**PERSONAL DETAILS**

**Date of Birth: 23rd January, 1984**

**Languages Known: English, Hindi, Bengali,**

**Address: 9/4 Lal Bahadhur Shastri Lane,**

 **Purbachal(North), P O-Haltu**

 **Kolkata-700078**

I hereby declared whatever information I have provided in my resume is true to the best of my knowledge

**DATE :**

**PLACE : KOLKATA**