***Synopsis***

**Abhishek Kaushik**

**Mobile**

**:**

**9953593653**

**Email:**

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Abhishekkaushik881@gmail.com

* A result driven professional with **7 year** experience.
* A quick learner with the ability to work under pressure and meet deadlines.
* Well organized with a track record that demonstrates self-motivation, creativity and initiatives to achieve the set goals.
* Well-versed with the concepts of Supply Chain Management/Retailing/Marketing/Customer Service
* Possess strong inter Personal Skills and Analytical Skills.
* Ability to hold the accountability to take prompt decisions and commemorate the actions

**Career Highlights.**

**Tech Mahindra *Nov 2018 till Jan 2020***

***Job Entitle:*** Assistant Manager

***Role: Customer Experience for Myntra***

***Responsible for managing an account of associates providing customer service***

***Tenure Summary:***

**Objective is to showcase the establishments & achievements throughout the tenure. Helped from the inception of the process by setting up the entire process during the transition from key switches (for hosting the system connectivity, setting up the telephony & performing the tools testing, structuring the MSA targets for business revenue *{i.e., SL/AL/CQ & PCM structure})***

* Performed & Achieved KPI(s)
  + Holding account of 80-90 associates
  + Client handling
  + Driving their performances across parameters (CQ, Calls target & productivity)
  + Sharing RCAs
  + Weekly roster planning basis proposed forecast or required interval capacity
  + Performance reviews and discussions with aligned team leaders
  + Suggesting cortile division to enhance productivity.

 Development:

* + CRM Enhancements (i.e., Switched to soft telephony from hard phones)
  + UATs on new releases
  + Creation of Process Flows SOP Documentations

**Aegis Ltd. *June 2017 till August 2018***

***Job Entitle:*** Assistant Manager

***Role: Customer Experience for Paytm Process***

***Responsible for managing an account of associates providing customer service***

* Performed & Achieved KPI(s)
  + Holding account of 75-80 associates
  + Achieving daily targets i.e., (Calls answering/ AHT management/ Quality)
  + Sharing RCAs
  + Weekly roster planning basis proposed forecast.
  + Performance reviews and discussions with aligned team leaders
  + Suggesting cortile division to enhance productivity.
* Creation of the Complaint Handling Structure
  + Coordination with clients over the email and in-person
  + Creating the SOPs
  + Introducing precise issue categories to counter and tackle the issues.
  + Setting up the SLAs/TATs
* Complaint Handling (Post Sales)
  + Real Time Complaint Handling
  + Curbing on SLAs and TATs

 Development:

* + CRM Enhancements (i.e., Switched to soft telephony from hard phones)
  + UATs on new releases
  + Creation of Process Flows
  + SOP Documentations

**Snapdeal *September 2014 till June 2017***

***Job Entitle:*** Team Leader

***Role: Customer Experience***

***Responsible for setting up the Post Sales for Den- Snapdeal TV Shop***

* Creation of the Complaint Handling Structure
  + Creating the SOPs
  + Structuring the Process
  + Setting up the SLAs/TATs
* Complaint Handling (Post Sales)
  + Real Time Complaint Handling
  + Curbing on SLAs and TATs

 Development:

* + CRM Enhancements
  + Setting PRIs and Networks with Its coordination
  + UATs on new releases
  + Creation of Process Flows
  + SOP Documentations

**HomeShop18 *January 2014 till August 2017***

***Job Entitle:*** Customer Service Executive

* Job responsibilities:
  + Sales order generation.
  + Mentoring a team of more than 20 People.

**Classic motors Pvt. Ltd. *March 2013 till October 2014***

* Job responsibilities:
  + Complaints Handling.

**Academia**

* B.A. Delhi University Year 2015

***Key Skills.***

*Good Communication, Presentation, Analytical and Execution skills.*

***Area of Interest.***

*Supply Chain, Retailing, and Coordinating with couriers and vendors, Client Management.*

***IT Credentials.***

Well versed with: MS Office & Internet

***Personal Forte.***

Date of Birth : 22nd Oct 1994

Address : 2509, IInd Floor, Lane no: 11, Goverdhan Bihari Colony, Shahdara, Delhi-32

Permanent Address : 2509, IInd Floor, Lane no: 11, Goverdhan Bihari Colony, Shahdara, Delhi-32

Linguistic Abilities : English & Hindi

(Abhishek Kaushik)