



Chandra Mohan BK

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Profile

Total 16 years of experience - 8 Years of Customer Service, 1 Year of Banking & 6+ years of Inbound Sales. Worked in Aegis Customer Service as Assistant Manager - Inbound Sales Campaign. Currently working for Direct Sales Agency as Sales Coordinator from April 2021.

Work Experience

April 2021 - present	M&M Marketing	Sales Coordinator
April 2014 - March 2021	Aegis Customer Service	Assistant Manager
Feb 2013 - April 2014	IBM DAKSH - CONCENTRIX	Team Leader
Dec 2005 - Feb 2013	Infosys BPO Limited	Customer Support Agent/ Team Leader

Professional Key responsibilities:

1. M&M Marketing (April 2021- Currently working)

Designation: Sales Coordinator

Currently working for a Direct Sales Agency (DSA) - M&M Marketing as a Sales Coordinator which works for Mashreq Bank (has two centres – Dubai & Abu Dhabi) - I assist both the centres with the daily work and based out in Dubai. M&M Marketing deals with selling Credit Card & Bank Accounts on behalf of Mashreq Bank to all the residents in Dubai & Abu Dhabi.

Key Responsibilities as Sales Coordinator:

- Maintaining MIS for all the CC sales & Bank Account creation done by the agents.
- Update MIS with the status of the sales done by the agents post receiving the data from the Bank.
- Publish reports to the Management - Daily Sales Status (count of CC selling & Bank Account creations) & also share report post the data is received from the Bank against the count of selling (for both CC and Bank Account) which is maintained.
- Auditing agents' calls on a daily basis to ensure all Guidelines and parameters set by the Bank is strictly followed.
- Give feedback to the agents if there is any miss in following the set parameters by the Bank.
- Maintaining login credentials for all the agents & also helping in setting up the process of ID creation for any new agents.

2. Aegis Customer Service (April 2014 - March 2021)

Designation: Assistant Manager - US Process - Inbound Sales

Worked for US Sales process Expedia which deals with booking Hotel, Flights & Package reservation of US residents across the Globe. Handling a span of 20 agents in 3 different teams helping customers with bookings.

Got Promoted to Assistant Manager Role effective from 01st Feb'20

Key Responsibilities as Team Leader:

Team performance is evaluated in the below mentioned metrics:

- Gross Conversion - Sales made by the agent/No. of Calls handled.
- Net Conversion - Sales post cancellation/No. of calls handled.
- BRCH (Booking revenue per call handled).
- Daily, Weekly and Monthly check on sales numbers and to identify BQ (Bottom Quartile) for sales.
- Quality monitoring of advisor and to identify areas of improvement.
- Coaching and mentoring the team members to improve on sales numbers and identify the reasons for non-sale and pass on the feedback to the agents.

Key Responsibilities as Assistant Manager:

- Conducting Process review meetings with senior management and team leaders to review performance on an ongoing basis.
- Driving metrics like SALES, AHT, Productivity, Attrition, Call Quality, Customer satisfaction and Shrinkage.
- Organized Staff Rewards and Recognition, Employee Counselling and executed performance improvement plan for staff, managed absenteeism and employee engagement activities.
- Placing and reviewing agents on Action Plan and Performance Improvement Plan (PIP) basis MTD scores.
- Setting up individual Sales Gross CNV target team wise basis MTD/Previous Day's scores and following up with outliers and TLs & SMEs assigned to each team.
- Daily team meeting on latest process updates, organizational updates and performance of the team.
- Basis sales CNV for the day - Run Power Hours by setting targets to the agents on the floor and reward the agents with Goodies or Coupons.
- Manage escalated customer enquiries / complaints, share best practices across the floor.

3. IBM DAKSH - CONCENTRIX (Feb 2013 to Apr 2014)

Designation: Team Leader

Was working in concentric for a UK banking process (Non Voice) - Lloyds Banking Group as Team Leader. We dealt with card maintenance activities (changing customer account & address details based on the request received). Was taking care of 4 different Lob's- PCOA (Personal Change of Address), NPCOA (Non Personal Change of Address), NSU (National Service Unit), and CCOA (Credit Card Change of Address).

Key Responsibilities as Team Leader:

- Need to ensure completion of work with NIL SLA miss.
- Supervising operations and ensuring achievement of desired objectives.
- Driving day-to-day functions with key focus on Quality of work and NIL complaints (as we deal with customer's bank account details).
- People Management & Team Building.
- Send reports to clients within agreed timelines.
- Be part of daily client call to discuss daily performance and also review the quality of work done.

4. Infosys BPO limited (Dec 2005 – Feb 2013)

Entry Level:

- Started my carrier in Infosys as an advisor dealing with queries for British Telecom - One of the leading telecom Service provider in UK from December 2005 till April 2008.
- Was part of customer service team which dealt with both faults related and billing related enquiry from customers till December 2007.
- From January 2008 to April 2008 - Worked as a process trainer and successfully trained 3 batches of 35 new entrants to Customer service team.

Coach (Subject Matter Expert): From April 2008 to Dec 2009:

It includes handling escalations and complaint for the residential customers for a faulty telephone line and assisting the customer with the query on their bill.

Team leader from Jan 2010 to till Feb 2013:

Got Promoted as B3 handling Team leader in January 2010 – Handling team dealing with customer service related calls.

In May 2011 was confirmed on papers as TEAM LEADER

Key Responsibilities as Team Leader:

- Daily, Weekly and Monthly performance monitoring.
- Customer satisfaction monitoring (CSAT) and providing feedback to improve customer experience.
- Preparing Balance Score Card for the associates.
- Conducting Process review meetings with the senior management to review performance on an ongoing basis.
- Mentor new team leaders on the Floor.
- Manage escalated customer enquiries / complaints, share best practices across the floor.
- Facilitate process improvement & initiatives.

COMPETENCIES:

- Possess excellent interpersonal, communication and organizational skills with proven abilities in team management and customer relationship management.
- Able to coordinate with different support teams like Training, MIS and Quality to successfully implement projects.
- Supervising operations and ensuring achievement of desired objectives.
- Driving day-to-day functions with key focus on performance and meeting SLA's.
- People Management & Team Building.
- Organize & present information needed by management & client.

Languages Known

- English / Hindi / Kannada

Academic Qualification

Degree	Institute/University
Bachelors of Computer Science	Bangalore University. India

I hereby declare that the above-mentioned details are true and reliable to the best of my knowledge.

Place :

Date :

Yours faithfully

Chandra Mohan