



Samuel James



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JOB OBJECTIVE

A result-oriented professional with **over 17 years of experience in Customer Service Management, Process Improvement, and Sales Strategy**, targeting assignments in **Customer Service Management** with a reputed firm, preferably in UAE

EDUCATION

B.Sc. (Botany) from Mumbai University in 2004

CORE COMPETENCIES

Operations Management
Process Improvement
Sales Strategy
Turnaround Management
Customer Service Management
Reporting & Documentation
Training & Development
Service Level Agreements
Data Analytics & Mitigation Plans
Audits & Compliance
Project Management

PROFILE SUMMARY

- An accomplished individual with proven excellence in running and managing the company's day-to-day operations; setting and implementing company and customer goals, researching clients' telecom activities to develop improved performance strategies and assigned work to colleagues and team members
- Highly skilled in leading, training & monitoring the performance of team members to ensure efficiency in sales operations and meeting of targets
- Capable of setting business plans, priorities, budgets and performance objectives for assigned business; exhibiting excellence in areas such as leadership and business acumen
- Excellent planning and organizational skills result in the optimum functioning of the department and the consistent achievement of customer service metrics and KPIs
- Proficient in managing & leading teams for running successful process operations & experience of developing procedures, service standards for business excellence
- Expertise in assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices
- Highly skilled in retaining key customers and providing effective training to team members
- Insightful professional with notable success in Delivering successful customer and business outcomes, Operations Management, Quality Assurance, and in Operational Integration; experienced in the event, incident, problem, change management and ensuring 100% compliance to processes and Quality
- Dynamic leader with strong communication/problem-solving skills; possess analytical mind and the capability to think clearly / logically
- Versatile and focused Customer-centric leader with proven talent in guiding team members & enabling knowledge sharing amongst them; problem-solver & decision-maker with extensive experience in proposing solutions & alternatives to achieve business & operational excellence

WORK EXPERIENCE

Jun'04 – Sep'21 | Tech Mahindra Business Services as Team Leader - Operations

Growth Path:

Jun'04 ' Aug'07: Customer Service Representative

Sep'07 – Aug'09: Floor Support Supervisor

Sep'09 – Aug'12: Knowledge Coach

Sep'12 - Sep'21: Team Leader - Operations

Key Result Areas:

- Monitored team performance to identify knowledge and skill gaps, created an action plan and executed the same with timely coaching and feedback
- Provided customer feedback and various other inputs to the Change Team for process improvements

SOFT SKILLS

- Change Agent
- Collaborator
- Communicator
- Innovator
- Planner
- Thinker

IT SKILLS

MS Office & Windows

- Shared individual performance and stats on a daily basis to assist Team members achieve their KPI's
- Analyzed and created reports including process dashboards and team performance reports
- Conducted a monthly and quarterly performance review for each associate to share performance levels across all KPI's (including Client SLA matrices) and provided appropriate feedback
- Developed different service plans for customers under the retention strategy
- Trained, developed, motivated, coached, evaluated, hired, and retained qualified staff in line with the organizational strategies
- Managed a team of 15 advisors and conducted briefing and debrief sessions on a daily basis for the entire floor
- Drove strategic & tactical organizational level initiatives & process improvements for maximum operational efficiency
- Analyzed metrics, drawing insights, proposing appropriate action and continuous improvement
- Spearheaded Customer escalation/Major Incident meeting and provided the periodic updates to Management until closure
- Trained and enabled the team on the internal process; highlight non-adherence of the process
- Delivered successful customer and business outcomes by achieving KPI and monitored the day-to-day operational aspects
- Evaluated the performance of team working on different technologies, enabled them for self-learning, guide them wherever necessary
- Administered change management and driving operational changes for the represented Service
- Ensured that the goals of the incident management, problem management, change management, escalation management are achieved

PERSONAL DETAILS

Date of Birth: 6th January 1984
Languages Known: English and Hindi
Passport Details: N4160730
Visa Status: Visit Visa
Marital Status: Married
No. of Dependents: 1
Nationality: Indian