

J. Prabhu



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Al Karama, Dubai, UAE.

Nationality : INDIAN
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Core Competencies:

- Team Management
- Competition Analysis
- Customer centric
- Vendor Management
- Revenue Optimization/Cost Control
- Reconciliation Reporting
- Audit and inspection
- Process/Project Management
- Time Management
- Training & Quality assurance

System Expertise:

- MS Office Packages (Word, PowerPoint, Excel, Access)
- CRM / SAP / BI
- Outlook
- Email Correspondence

Linguistic Skills:

- English
- Tamil
- Telugu
- Malayalam
- Hindi

Academics :

- ✓ B.Sc Computer Science (2001 - 2004)

In quest of challenging role in the domain of Customer Service, Call Centre operations, Back office operations, Call centre quality , Logistics customer service.

CAREER SYNOPSIS

- Management professional with more than a decade of experience across different domains in Telecom , Logistics & Non-bankig industries.
- Expertise in Customer service operations, Back office and Call centre operations.
- Deriving strategies for sales and work towards revenue and profit of the organization
- Complete grasp over product designing, revenue challenges and benchmarks
- Exceptional communication & interpersonal skills, blended with strong capabilities in leading cross functional teams.
- Strong coordination skills with cross-functional teams. (Sales, Marketing, Marcom, Commercial, Finance, etc)

Tenure	Organization	Role	Industry
May'18 to Till date	Emirates India International Exchange	Call Centre Supervisor	Financial Institution
Jul'16 to Aug'17	Gati Kintetsu Express Pvt Ltd	Customer Service Manager	Logistics & Supply Chain
Jan'14 to Jul'16	Aircel Ltd	Back Office -Assistant Manager	Telecom
Feb'06 to Dec'13	Aircel Ltd	Call Centre operations	Telecom

CAREER HIGHLIGHTS

Company Name : Emirates India International Exchange, Dubai



Role: Call Centre Supervisor - Team Size (5 Executives)

Inbound/Outbound Call Centre - (May'2018 to Till Date)

- Monitor Service Levels (SLA) and call centre KPI's
- Ensure call Quality score at the benchmark complying with defined SOP's.
 - Managing Social media accounts of the organization for promotions and updates.
 - Process & policy formation with regards to Customer Service standards.
 - Migration of inactive customers to online platform through outbound calling.
 - To accurately document and report on all relevant inbound issues to all concerned departments.
 - Ensure ideal update of Knowledge Management portal and website basis product launch/update
 - To provide operational support to relevant internal departments for the implementation of new products / process & services.
 - To constantly seek to identify new or improved ways of working and enhancement of call centre operations.
- Ensures the delivery of Customer Care services to agreed standards - provide inputs to Corporate to optimize the business processes.

Email Support:

- Handling customer emails to organization and resolving them as per the SLA.
- Email ID - customercare@emiratesexchange.ae
- Ensuring all emails are acknowledged and resolved to the satisfaction level of customers.

Achievements:

- 90 % scores for organization in Happiness meter scores. (Smart Dubai)
- Complaints managed with 98% closure within TAT.
- 97% scores in DSES audits by Dubai Economic Department.

Company Name : GATI Kintetsu Express Pvt Ltd (Logistics Company)



Role: Customer Service Manager (Jul'16 to Aug'17) - Team Size - (10 Executives)

- Team size of 1 executive and 10 associates
- Ensure shipments reach customers premises on time
- Verification of outgoing shipments with necessary waybills
- Coordination with Hub managers and fleet executives to provide resolution to customers
- Responsible for customer experience & Business growth from existing customers
- Service Requests and SLA management
- Strategic planning for revenue generation from existing customers
- Tracking of logs and records of warehouse stocks
- Retention of customers & payment Collection before due date

- Audits of operational floor both at inbound and outbound
- Ensuring process compliance at all franchisee/COCO depots
- Deduction management from monthly payments
- Root cause analysis & eradicating repeat issues

Achievements:

- Best SLA Management across South Zone(4 states)
- Customer centric solution by delivering shipment at 1 AM

Company Name : Aircel Ltd (Telecommunications Company)



Designation: Assistant Manager

Back Office Operations: (Postpaid) (Jan'2014 to Jul'16) – Team Size – (23 Executives)

- Team size of 20 executives and 3 service partner desk at call centre for VRM (Virtual relationship management)
- Responsible for customer experience - complaints per subscriber and Unique complainants
- Service Requests and SLA management
- Control calls per Subscriber : Effective IVR management , Innovation / automation
- Waiver management for postpaid subscribers
- Track and provide resolution to critical escalations at legal desk
- Cost reduction initiatives
- Preparing RCA on CRM tagging, identifying critical errors on a regular basis to provide feedback to customer contact centers there by facilitating quality interaction with customers
- Provide NHIT and refresher trainings to call centre and retail teams on complete tagging accuracy and basics of QRC
- Track the quality of tagging done at all customer touch points to ensure accuracy of information being fed into CRM while interacting with customers.

Key Achievements:

- Best Performer in 2015 (Q3) for Revenue mining execution (Postpaid)
- Centralization of QRC process for the circle
- Awarded with a Bravo for consistent SLA management
- Waivers to customers were within allotted budget to meet EBITDA

Designation: Senior Executive



Call Center Management (Inbound/Outbound) : (Apr'2009 to Dec'13) – 350 seats Call Centre

- Monitor Service Levels (SLA) and call centre KPI's
- Effectively participate in all New hire training and induction batches to share Company Overview.
- Ensure call Quality score at the benchmark complying with defined SOP's.
- To accurately document and report on all relevant inbound issues to concerned departments.
- Ensure ideal update of Knowledge Management portal and website basis product launch/update

- To liaise with Marketing/sales teams to ensure co-ordination for all products and projects.

- To provide operational support to relevant internal departments for the implementation of new products / process & services.
- To constantly seek to identify new or improved ways of working and enhancement of call centre operations.
- Ensures the delivery of Customer Care services to agreed standards - provide inputs to Corporate to optimize the business processes.
- Inputs for development of Self help channels to reduce call flow to call centre.

Designation: Executive - Team size - (20 CSR's)



Inbound Call Centre - (Feb'2006 to Mar'2009)

- Timely resolution to customers on queries/requests/complaints
- Registration of complaints and follow-up for resolution.
- Close-look on each complaint registered.
- To accurately document and report on all relevant inbound issues to all concerned departments.
- Updating all new products from knowledge base to provide accurate info to customers.
- Ensures the delivery of Customer Care services to agreed standards.

Academics

B.Sc., (Computer Science) through Bharathiar University in the Year 2001 -2004 with 65 % score

Higher secondary education from SRSI Matric.Hr,Sec School – 1999 -2001 with 75% score

High school education from GKD Matric Hr.Sec.School - 1998 -1999 with 75 % scores

Personal Details

Date of Birth : 5th May 1984
 Marital Status : Single
 Father Name : Jayabal.N
 Address : No 23, Maragatham Gardens, Samichettipalayam, Coimbatore - 641 047, India.

Date :
 Place : Dubai (J.PRABHU)