



ANITA GUPTA

A strong positive self-image which is the best possible preparation in success of life is the way, I take up things in building a strong and successful career and to grow up with the professionally managed learning organization and to work in a challenging environment requiring constant development of fresh skills and to utilize my existing skills to the maximum.

PERSONAL

Name
Anita Gupta

Address
305-EMR-25 , Emirates Cluster ,
International City
Dubai

Phone number
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Email
ganita1710@gmail.com

Date of birth
17-10-1982

Place of birth
Kolkata

Gender
Female

Nationality
Indian

Marital status
Married

INTERESTS

■ Traveling, Cooking .

LANGUAGES

English ★★★★★
Hindi ★★★★★
Marathi ★★



WORK EXPERIENCE

Jul 2020 - Present

Account Manager – Operations



It's a Checkmate, Mumbai

- Operates as the point of contact for assigned customers.
- Makes sure clients receive requested products and services within TAT.
- Develops and maintains long-term **relationships** with accounts.
- Providing technical customer support, as necessary.
- Syncs the menus and prices directly from the POS system to the ordering platforms and integrates the orders originating on those platforms directly into the POS system.
- Helps the client to integrate all his delivery partners directly to his POS.
- We have custom-built, direct integrations with over 40 different Point of Sale Systems and we are always adding more.

Jun 2018 - Jul 2020

Supervisor



SAI Real Estate Consultant, Mumbai

- Responsible for overall supervision, training, mentoring, and 45-50 callers.
- Increased in number of visits from 30 % to 50 %
- Worked for Presales Process to generate leads or site visit for various projects.
- Managing Team of 50-60 Callers and generating leads to convert into deals.
- Controlling Attritions & Shrinkage.
- Preparing Daily & weekly Sales report.

Nov 2007 - Oct 2010

Unit Manager - International Operations



TATA Consultancy Services, Mumbai

- Handled a team of 18 Team members for Sunshine process which deals in customer service and upselling products & services for Citigroup customers.
- Analyze team members call reports and giving one-on-one feedback for improving CSAT and achieving SALES target with the required AHT.
- Look into measures that can lead to more CSAT.
- Make my team members aware of the changing market scenario and keep them updated about the new Bank regulations in U.S during briefing sessions.
- Coaching my team members by providing effective rebuttals, parameters and how different customers should be handled to get Best customer experience.
- Encourage team members to nominate good calls to be heard in briefing sessions and forwarding it to the entire Mumbai site.
- Maintaining good rapport with team members and thus always had a control on attrition.
- Grooming future leaders for the organization during one-on-one sessions.
- Been awarded as BEST UNIT MANAGER for March 2010 across Mumbai site.

Jan 2007 - Oct 2007

Sr. Executive – Operations



IBM DASH BPOLTD, Mumbai

- Handle incoming calls from the customers of a leading ISP (Orange) in the UK and providing them technical support for their internet queries over the phone.
- Providing Best customer services and maintaining Brand Loyalty.

○ Oct 2004 - Oct 2006

Sr. CSA

Spanco Respondez, Mumbai



- Worked on Outbound Projects involving Long distance campaigns for U.K Process (HOMECALL, TALKTALK and TOUCAN)
- Job involved selling Line rentals and call charges to British Telecom customers and setting up Direct debit over the phone.
- Been a consistent top seller with 100% compliance and also achieved quality rings for best quality calls.
- Been consistently the agent of the month during my tenure as a CSA.



EDUCATION AND QUALIFICATIONS

○ Jun 2003 - Apr 2004

Bachelor Of Commerce

Mumbai University, Mumbai



SKILLS

Microsoft Office



ACHIEVEMENTS

- Been awarded as BEST UNIT MANAGER for March 2010 across Mumbai site.