

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**
+971555754728
- 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 BPO LTD, 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 Responex, Mumbai



- Worked on Outbound Projects involving Long distance campaigns for U.K Process (HOMECALL, TALKTALK and TOUCAN)
- Job involved selling Linerentals 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.