**Atul Patel Chaudhary ✉** [**ccac.bsnl@gmail.com**](mailto:ccac.bsnl@gmail.com) **✆ +919454393906**

**Deputy Manager 251 Patan, Unnao, India, 209867**

* **Profile**

Deputy Manager Responsibilities include tracking process results, performing cost-benefit analyses, and monitoring production KPIs & KRAs. To be a successful Deputy Manager, I have experience in the same or similar role, managing all. process operations and setting goals across the entire organization. I also demonstrate excellent leadership skills and can communicate the vision of the company across all levels. Ultimately, we will ensure that all business functions are in line with our company's strategic goals.

* **Career Objective**

To secure a senior-level position in business process outsourcing where I could contribute to better growth and profit of the organization by using my skills and experience. Also to be part of an environment of growth and excellence in learning & earning a job that provides me Growth Satisfaction, and self-development and helps me achieve.

* **Personal Skills**
* Efficient issue resolution under stress with tact and professionalism.
* Proven success in outbound, inbound, and non-voice call-center operations.
* Excellent customer service and communication skills.
* Strong analytical and problem-solving abilities with sound judgment.
* Collaborative team player with positive relationship-building skills.
* Flexible with working hours and quick to learn.
* Dedicated to meeting targets and ensuring customer satisfaction.
* Skilled in understanding business processes and people management.
* Effective coach and mentor, adaptable to employee needs.
* Proactive problem-solver with a focus on improvement.
* Proficient in MS Office, including advanced Excel functions.
* Knowledgeable in manpower planning as per process requirements.
* **Key responsibility areas**
* Resolve customer issues to satisfaction.
* Conduct disciplinary sessions and meetings.
* Complete tasks assigned by the manager efficiently and on time.
* Schedule employees and manage the roster.
* Handle agent issues and track KPIs.
* Manage client emails and resolve PG cases.
* Provide floor support for new batches.
* Conduct process knowledge tests for associates and supervisors.
* Deliver refresher sessions for quality improvement.
* Update daily briefings and process/product information.
* Conduct sessions on soft skills and communication etiquette.
* Ensure understanding of business deliverables as per SOPs.
* Foster an open environment for team communication.
* Handle escalated calls and update the escalation call tracker.
* Address will & skill issues to control attrition, absenteeism, and performance.
* **Professional Experience**

**Deputy Manager B2B Sales at Agrawal Pharmaceutical, Lucknow June 2023 to till**

* Led a team of 100 service reps, providing guidance, support, and performance evaluations to ensure top service delivery.
* Monitored KPIs and implemented strategies to exceed targets, boosting customer satisfaction.
* Prepared and presented sales reports to senior management, offering insights for growth.
* Implemented process improvements, enhanced sales operations, and efficiency, and reduced lead times.
* Crafted and executed sales strategies to achieve revenue targets and business goals.
* Led and motivated a sales team, ensuring they had resources and support to meet objectives
* Tracked sales metrics, identified improvement areas, and implemented corrective actions.
* Maintained strong client relationships, ensuring high customer satisfaction and loyalty.
* Adapted sales strategies based on market trends and competitive analysis.
* Coached and developed the sales team with training in techniques, product knowledge, and customer engagement.
* Accurately forecasted sales trends, managed budgets and provided reports to senior management.
* Negotiated and closed sales deals, ensuring beneficial outcomes for the company and clients.

**Deputy Manager DRPG and BSNL at Vision Plus Security Control Pvt Ltd Noida May 2022 - May 2023**

* Overseeing the daily operations of the Call Center, managing a team of 250 agents to ensure efficient operation of customer services.
* Implement process improvements that led to a reduction in average call handling time and an increase in first-call resolution rates.
* Provide leadership, training, and development for call center agents, resulting in enhanced team performance and an improvement in customer satisfaction scores.
* Track and analyze call-center metrics, including average response times, service levels, and customer feedback, using insights to drive continuous improvement initiatives.
* Collaborate with cross-functional teams to develop and implement strategies that improve the overall customer experience, contributing to an increase in positive customer feedback.
* Support the integration of new technologies and systems to enhance service delivery, such as automated routing systems and CRM & Dialer tools, leading to a more streamlined operation.

**Assistant Manager Gyan Dairy at Stream Digital Services Pvt Ltd, Lucknow July 2021 - April 2022**

* Assisted in managing the day-to-day operations of the call center, ensuring adherence to service level agreements (SLAs) and maintaining high-quality service standards.
* Played a key role in improving the efficiency of service delivery, increasing customer satisfaction and decreasing operational costs.
* Led training initiatives focused on customer service protocols, equipping agents with the necessary skills to handle complex customer inquiries effectively
* Worked closely with the IT department to identify and resolve technical issues, ensuring minimal disruption to service.

Specialized.

**Team Leader BSNL Inbound Outreach Integrated Services Pvt Ltd, Lucknow February 2020 - June 2021**

* Supervised a team of 30 customer service agents, providing coaching and support to improve performance and meet key operational targets.
* Developed and implemented customer service strategies that contributed to an increase in call center efficiency.
* Managed the resolution of customer complaints and escalations, maintaining high standards of service and customer satisfaction.
* Analyzed data and evaluated survey feedback to identify areas of improvement
* Developed a system for recognizing team accomplishments and rewarding success.

**Team Leader BSNL Inbound Aegis Customer Support Pvt Ltd, Lucknow November 2016 - January 2020**

* Promoted to Team Leader through the company's Internal Job Posting (IJP) process due to demonstrated performance, leadership abilities, and strong track record as a Customer Service Agent.
* Supervised a team of 25 call center agents, providing mentorship, performance evaluations, and ongoing training to enhance service quality and efficiency.
* Monitored team performance against key metrics, driving improvements that led to an increase in customer
* satisfaction and a reduction in call handling time. Identified and implemented process improvements, contributing to a more streamlined operation and better customer
* outcomes.
* Managed escalated customer issues, ensuring timely and effective resolution while maintaining a positive customer experience.
* Prepared regular performance reports for senior management, offering insights into team performance and areas for improvement.

**SME BSNL Inbound Aegis Customer Support Pvt Ltd, Lucknow August 2014 October 2016**

* Advanced to Subject Matter Expert (SME) through the Internal Job Posting (IJP) process, recognized for deep expertise and outstanding performance as a Team Leader.
* Conducted training sessions for new hires and existing staff, sharing specialized knowledge and best practices to improve overall team competency and performance.
* Collaborated with quality assurance teams to monitor and enhance service quality, leading to a 100% improvement in customer satisfaction scores.
* Worked closely with management to identify and implement process improvements, resulting in increased efficiency and reduced error rates.
* Developed and maintained a comprehensive knowledge base for the team, ensuring that updated information and resources were readily available.

**Executive BSNL Inbound Serco Intel BPO Pvt Ltd, Lucknow June 2013-July 2014**

* Handled a high volume of inbound calls, providing exceptional customer service.
* Resolved customer inquiries and complaints efficiently, maintaining a high level of customer satisfaction and achieving first-call resolution in 97% of cases.
* Demonstrated comprehensive knowledge of subject products/services, enabling effective communication and support for customers.
* **Academic Qualifications**
* B.A.: CSJM Kanpur University (2015)
* Intermediate (12th): U.P. Board (2012)
* High School (10th): U.P. Board (2009)
* **Personal Profile**
* Father’s Name: Gaya Prasad Chaudhary
* Mother’s Name: Shashi Kala
* Brother's Name: Harsh Patel
* Marital Status: Unmarried
* Languages Known: Hindi & English
* Date of Birth: 12-Jun-1992
* Gender: Male
* Nationality: Indian
* **Hobbies**

Travel, Music and a great meal with friends

* **Character Profile**

I am organized and I have an objective, solution-based approach to problem-solving. Continued self-improvement and personal growth are my driving force. Strive to improve myself and have the desire to learn my strengths.

Date:

Place:

Signature: Atul Patel Chaudhary