## Piyush Bali

**Permanent Address**

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**Personal Summary:**

A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support, and training to team members and individuals. Possessing excellent management skills and having the ability to work with minimum of supervision. Having a proven ability to lead by example, consistently hit targets, improve best practice and organize time efficiently. Now looking forward to a making a significant contribution as a Team Leader with a company that offers a genuine opportunity for progress.

**Academics:**

* Xthfrom Delhi Police Public School, C.B.S.E.2007.
* XIIth from Delhi Police Public School, C.B.S.E. 2009.
* Graduation in (B.A Prog) from Motilal Nehru College, Delhi University 2012.

**I.T Skills:**

* MS Word, MS Excel, Power point, Outlook

**ORGANIZATIONAL EXPERIENCES:**

* Worked with Leokarb Pvt Ltd, As Sr. Executive from 1stMay 2012 to 25th sept 2014.
* Joined Concentrix as Sr. practitioner in Amazon process on 18th Nov 2014 to 29 Nov 2015.
* Joined Leokarb Pvt ltd as Team Leader from 1st Dec 2015 to 10-Aug-2018 for the Goibibo process.
* Worked with Frankfinn as a Team Leader since 13-Aug-2018 to 10-May-19.
* Worked with Aves shopping center as Team Leader, since 9th Sept 2019 to 31st May 2020.
* Currently working at Whitehat Jr as Team Manager, since 9- July 17, 2020 till now.

**JOB PROFILE as Sr. Executive:**

* Managing the day to day operations of the office.
* To maintain an up to date knowledge of the process and procedures.
* Checking the Authentication on every call to check if call is connected to Authentic Customer.
* Making sure Calls taken in Professional way.
* Meet the target given by Team Leader.
* Maintaining the Quality parameter on every call.
* Convincing all the customer to a satisfactory level, to obtain C-Sat.
* Resolving Customer query related to product delivery or payment issue etc.
* Escalating the fraud cases to senior management.
* Coordinating with the third part services to deliver the product on time.
* Prioritising the delivery of the product as per customer demand.
* Taking feedback from customer and forwarding it to the supervisor for the betterment of the process.

**As Team Leader in Goibibo**

* Supervising a team of 30 Team member, Analysts, Senior Analysts, wherein responsible for support functions of the Payroll, workflow resolution & Benefits Administration of the client Drive performance in the Team to meet Target.
* Participating in project review meetings to evaluate project progress.
* Manage the daily team activities and ensure the daily operations run smoothly.
* Directing, leading and motivating workforce to ensure deliverables are met in a timely & efficient manner. Handel Escalations of the customers by call and email.
* Conducted the Training for the Tenured Team Members to help them develop the skills to achieve the next level.
* Manage key business metrics like SLA’s and CSAT.
* Generate dashboard and scorecards for the Team for Review.
* Conduct one on one with the team members & schedule Team meetings on regular basis.
* Feedbacks/coaching regarding performance or H.R polices.
* Using performance management strategies- Action plans, BQ planning.
* Responsible for people/employee career development.
* Inspire and motivate teamwork for achieving goals
* Build trust between team members.
* Recognize the skills of key team members and utilize their strengths to the benefit of the team.
* Keep a check on late login and as well as complete login hours provided by team member.
* Contributing to organization wide initiatives such as career path roadmaps, performance evaluation, attrition, absenteeism and
* Improvement and service delivery framework.
* Creating Roster for the team on weekly basis.

**As a Team Leader in Frankfinn**

* Providing quality and efficient customer service to customers through daily management of a team of up to 40 employees (Outbound Sales Agents) to include hiring, motivating, recognizing and rewarding, coaching, training and problem solving
* Managing Leads targets of Sales Agents.
* Assist Team Members with development, process improvement, analysis and implementation of efficiency or quality initiatives
* Monitor resource utilization & performance
* Provide statistical and performance feedback and coaching on a regular basis to each team member. Write and administer performance reviews for skill improvement.
* Achieve stretched targets and be able to take decisions and manage complex/ difficult conflict situations with either customers or employees.
* Supervising the performance and providing daily direction to a team of Team Coaches and CSRs to deliver to Organization goals of Service standards and Productivity standards
* Managing Key metrics like Attrition, Shrinkage, Roster making etc.
* Daily call barging of the Agents. Live barging and recorded call barging.
* Sharing performance review with the Agent on daily basis.
* Taking session on daily basis with the BQ performer of the day.
* Sharing feedback with the agents to improve productivity.
* Arranging good call listing session to improve process gap.
* Taking hurdles on daily basis to boost team confidence and sharing the update related to process.
* Taking one on one to check the process gap and resolving any issue to the Agent.
* Hourly Generation of report and sending it to the senior management.

**Team Leader in Bulbul**

* Taking care of 85 Agents, outbound and inbound.
* Managing the SLA given for both inbound as well outbound.
* Hiring new recruit as per the requirement given.
* Monitoring the live que of inbound agent and taking care of call flow during crunch hours.
* Completing the task with the given TAT and timeline given.
* Single handedly taking care of entire refund team, escalation team and NDR Team.
* Monitoring 50 agents along with their payroll queries and roster management.
* Aligning agent as per day to day requirement.
* Hourly generating report and sending it to senior management.
* Sending daily Shrinkage report to senior management.
* Sharing feedback with the agents to improve productivity.
* Generating Break report, ACW, Talk time report on daily basis.
* Finishing the backlog for the day Emails and chat.
* Working on escalation on which TAT timeline has been exhausted.
* Taking the escalation call as in when required.
* Dealing with multiple logistics and getting with product delivered on timely basis.
* Dealing customer as well as logistics escalation and solving it within TAT given.
* Dealing with merchants and sellers for multiple queries.
* Working closely with third parties (CRM, Logistics, Payment gateway) etc.
* Taking hurdles on daily basis to boost team confidence and sharing the update related to process.

**Whitehat Jr**

* Taking care of more than a team of 150 People which include 7 TL and & S.M.E.
* Helping senior management in making the company structure and flow on how to on-board Teacher and student in a flexible manner.
* Taking care of Inbound Team, Chat Team and Email Team for what all query which may come from student and teacher.
* Helping in Tie-Up with brands and purchasing new software which reduce company cost and efficiency.
* Launching digital marketing campaign to generate leads for sales Team and requirement team
* Checking Teacher student on boarding conversion and sharing the report to senior management on every two-hour basis.
* Resolving all H.R Related query of the employee in terms of salary issue, Holidays etc.
* Managing SLA target and reducing the D-SAT.
* Conducting Training session for kind of knowledge gaps which has been faced by Agents.
* Taking hurdles on daily basis to boost team confidence and sharing the update related to process.
* Assisting G.M and V.P with process improvement initiatives by coordinating with either other teams in the Company or within Customer Support for system efficiency enhancement projects, implementation on the floor of engagement programs, reward and recognition programs and staffing, training and scheduling issues.
* Managing Attrition and shrinkage of the floor also the exit formalities of the employees.

**PIYUSH BALI**