**John Travis**

Contact Number : 7984408021, 7984400560

Email Id- johntravis@gmail.com

**CAREER OBJECTIVE**

To be part of a reputed organization which provides a steady career growth along with job satisfaction, challenges and give value contribution in the success of the organization.

**Current Work Experience**

Working as a **Process Co-Ordinator** at **Zobone International Outsourcing Pvt Ltd,** Ahmedabadfrom **Dec 2020 (Currently working here)**

**Work profile :**

* Getting Trained for the existing processes. Handled and lead 2 projects. Became an expert for all the processes (UK)
* Creating process documents for each and every profile of each and every process
* Setting up processes, creating internal SOP and SOP for every process for all the assigned process
* Creating quality parameters and Team review document
* Keeping track of the process and Quality Control. Regular reports to the corporate office
* Taking client escalations and being part of client review meetings with the client. Acted as an account manager for the client for process under me
* Interviewing and training new replacements for processes under me. Calling and interview candidates
* Co-ordinating and motivating team members to perform well by being within them as coordinator to ensure smooth running of the processes
* Deep analytical knowledge with command over Excel and other reporting tools. To track weaknesses of each team member and coach them to perform well and overcome their weaknesses
* Be in training sessions for new profiles/new processes and keep track of them the same way as existing the processes
* Deal with prospective clients as a part of Business development by email and telephones
* To carry out typical processes initially by self until set and once set, assign the proven model to new team members; train them, motivate them and quality control of the project
* Controlling dialers, other CRM software for the processes assigned
* Taking escalations from team members for any technical/nontechnical issues
* Take up technical issues with service providers and co-ordinate resolutions
* This profile also comprised of Admin and HR responsibilities. Taking care of day to day operations and ensuring all systems are up and running
* Managing centre and working as the Centre Head (branch head)
* Resolving any systems issues that any team members face during regular operation hours. Setting up systems for new hires
* Completing HR formalities for all the hires for assigned and other processes based in Ahmedabad

Worked at **Unified Brainz Virtuoso Pvt Ltd**, Ahmedabad from **June ’19 to April ’20**

Unified Brainz Virtuoso is a management consulting and brand building firm essentially into consultation of strategic management, creative designs, brand identity, brand building, enhancing brand equity, content writing, publication & printing, corporate events, exhibitions, expo, live shows, celebrity / artist management, etc.

1. Core sales profile
2. Achieving targets on monthly and quarterly basis
3. Up-selling and cross- selling
4. Business development by managing clients, on boarding new clients, build rapport, sell services, maintaining good professional relationships which benefit the business in overall
5. Reporting of daily activities
6. Meeting prospects
7. Lead generation from different social media platforms and through cold calling
8. Management and successful execution of Projects on a quarterly basis
9. Working on entire sales cycles from Lead generation, sourcing to closing

**Ttec (Motif) Feb ‘15-‘19**

* Was promoted as a Team Leader in **Feb,17 at Ttec (Motif)** and worked as a Team Leader from 2017 to 2019
* Worked as a **Customer Service Executive at Motif India Infotech** since **2015 to 2017**

**EDUCATION**

* MBA in HR and Marketing
* B.A Hons from MUMBAI UNIVERSITY.
* Certificate Course In Japanese, Appeared from Government of Japan, at Shivaji University,
* Kolhapur.
* H.S.C, from Maharashtra State Board, secured First Class with 70%.
* S.S.C, from Maharashtra State Board, secured First Class with 74.76%.

**SKILLS AND KEY COMPETENCIES ACQUIRED**

* Team management, leading and building
* Taking On Job Training for the new hires and assisting/grooming them into the culture and best practices which will help them with their future tenure in the company
* How to deal with customer complaints.
* Able to handle responsibility and pressure.
* Basic knowledge of IT systems, as well as technology.
* Physically fit with the required stamina to stand for long periods of time.
* Giving information about the features, quality and availability of products.
* Business Development
* Client Handling
* Business Advisor
* Consultant

**PERSONAL SKILLS**

* Friendly and approachable
* Disciplined
* Organized
* Articulate
* Trustworthy
* Reliable
* Team player
* Attention to detail
* Quick learner
* Can lead and manage a team effortlessly

**COCURRICULAR ACTIVITIES**

* Performing in COLLEGE curricular events,
* Cultural Representative
* Represented school and college in Kho- Kho, Football, and Cricket.
* Social Activities like Blood Donation Camps, Literacy Camps, Clean City
* Campaigning.

**INTEREST**

Likes to Travel, Drive, Trek, Exercise, Swim, Read about Automobiles, Explore

various foods. Playing around with the newest gadgets and technology.

**RITESH R SHINDE**

DATE –