

COVER LETTER

Dear Sir / Madam,

Please allow this introduction. My name is Sanjeev Chauhan, and I have 14 years of experience in sales, training, and customer support. I am interested in a middle-level position in your organization.

I am currently working with Extramarks Education India.Pvt. Ltd and my current designation is Regional Manager. I am handling Himachal Pradesh and my base location in Shimla. I am seeking long-term tenure in your company.

Attached please find my resume with all the required information. If you are interested in the professional skills and positive attributes I can contribute to your firm, please contact me at your convenience to schedule an interview.

Thank you for your time and consideration.

Respectfully,

Sanjeev Chauhan

Phone :9816716000 & 7018027848

Email: Sanjeev.chauhan54@yahoo.com

CARRICULAM -VITAE**Sanjeev Chauhan**

Mail id: sanjeev.chauhan54@yahoo.com

Contact No: +9816716000/7018027848

OBJECTIVE:

To work with an organization which gives me ample opportunity to grow along with the organization and prove myself worthy of shouldering responsibilities assigned to me and meeting challenges.

KEY SKILLS:-

- ❖ Direct/Indirect Sales, Academic Support, Team & Operations Management
- ❖ Developing and Nurturing Relationship with Clients
- ❖ Collections and Revenue Assurance
- ❖ Selling and Cross Selling
- ❖ Business Support and Quality Assurance
- ❖ Manpower Planning and Management
- ❖ Training and Leadership Development

Professional Experience: - 14 years

Organization	Role	From	Till	Total Exp
Extramarks Education India Pvt. Ltd	Regional Manager/State Head -Sales	11-July-2012	Present	8 Years
Pearson Education Pvt. Ltd.	Assistant Manger - HP	27-June-2011	05-Jul-2012	1.1 Year
Tata Business Support Service Limited	Sr. Team Leader	Dec-2009	June-2011	1.8 Years
Uday Foundation (Part of Tata Trust)	Team Leader	Sep- 2008	Dec- 2009	1.3 Years
(TBSS)	Sr.Executive	Mar, 2006	Sep-2008	2.03 years

Academic Qualification:

Examination Passed	University/ Board	Year Of Passing
B.ed - Education	HPU	2005
B.A	HPU	2003
(10+2) - Arts	C.B.S.E	2000
(10th)	C.B.S.E	1998

Extramarks Education India Pvt. Ltd- Regional Manager - Sales

July, 2012 - Present (8 Years)

- ❖ Handling a marketing team for B2B sales.
- ❖ Handling a team for B2C market.
- ❖ Meeting Annual Sales Target assigned by the Organization.
- ❖ Ensure compliance of Smart class program with Centre/school. On the basis of syllabus covered and test conducted.
- ❖ To ensure Smart class program is being delivered as per the set standards and guidelines.
- ❖ Maintain strong relations with identified clients, school management and teachers.
- ❖ Gather feedback from students, school management and teachers.
- ❖ Ensure timely resolution to queries of clients.
- ❖ Work directly with the Area Managers to analyze, identify and address training and organizational development needs that support the business objectives of the organization.

Responsibilities & Profile as a Assistant Manager –Training (1 Year)

- ❖ On time accurate delivery of Training to the teachers in schools
- ❖ Providing training to sales team and Resource Co-coordinators
- ❖ Understanding the business requirement and designing the process flows.
- ❖ Responsible for designing workflows, preparing process manuals and ensuring continuous process improvement.
- ❖ Designing and delivery of content as per the need of business and associates.
- ❖ Training Governance and Conducting Measurement.
- ❖ Understanding the business requirement and designing the process flows.
- ❖ Responsible for designing workflows, preparing process manuals and ensuring continuous process improvement.

Responsibilities & Profile as a Senior Team Leader:-

- ❖ Responsible for sales and upsale
- ❖ Responsible for process KPIs (SL/AL/Quality/C-sat etc.)
- ❖ Was Handling a team 31 CSR's.
- ❖ Scheduling and optimization for better agent utilization.
- ❖ Performance analysis and track root causes to capture trends and process
- ❖ Real time monitoring (including the downtime reports).
- ❖ Handling floor activities and preparing reports
- ❖ Pacify the I-rate customers by providing them quick resolutions.
- ❖ Taking interview for customer care executives

Projects Undertaken:-

- ❖ Management Thesis on “Up selling” An Impact study in Telecom Sector, with Improvement in Up selling sales
- ❖ Reduce Attrition/Reduce Absenteeism
- ❖ Reduce SR TT errors (Tagging).
- ❖ Increase KASH scores/ Increase Quality Scores
- ❖ Reduce repeat call %
- ❖ Seat Utilization/productivity

Professional Training:-

- ❖ **CSQ (Self Evaluation)**- The main thought behind the trial was to give an opportunity to CCE to Evaluate his/her own call and give rating according to the defined parameters
- ❖ **External Quality (Calibration)** -Reduce the Gap between Client audits & BPO Audits through which organization attain long-term sustained competitive success, by creating and balancing value for all their stakeholders
- ❖ **Effective Presentation**

Achievements

- ❖ 4 Promotions in 6 years in Extramarks Education on the basis of achieving 100 % target
- ❖ Have been appreciated by several schools for giving the training, ensuring 100% delivery of the content within the stipulated time.
- ❖ Received appreciations by the reporting authority for forwarding the training reports regularly on time according to the laid guidelines.
- ❖ Introduced a self recording of the entire module for the benefit of the users for further clarifications required to resolve the user's doubts and queries, which was later appreciated by the management and is now mandatory included as a part of training to be shared with the users.
- ❖ Won Extra miler awards for the month of Jan'11 & April'11 for achieving 1st rank in the process
- ❖ Rewarded with the best project runner Award which were being ran to achieve the KPI targets and motivate the CSRs. Project names are **Head Turner, Rock On ,Sankalp & Champ of the month** etc.

- ❖ First Team leader from the CDMA process awarded with WOW award for Minimizing process Absenteeism from 20 % to 2 % .Individual team's five months absenteeism was 0%.
- ❖ Got 2nd rank (TL) in up selling across all TBSS centers in India
- ❖ Four Times R & R for Best Team Performance in Uday foundation.
- ❖ Two times R& R for best team performance in TBBS JSR
- ❖ Rewarded by the TTSL client with silver coins and certificates for getting 2nd rank in retention desk for keeping 85 % retention continuously for three months
- ❖ Received R&R in the month of Aug'08 for getting first rank in retention desk

Technical Assets:-

- ❖ Worked on Smart Notebook, EyeRIS & Active Studio Professional
- ❖ MS-Office, Blue Pumpkin (Mostly used for Manpower Planning and break scheduling)
- ❖ CMS (customer monitoring system) which is used to Monitor Live call volume trend in call centers and historical reports.
- ❖ Excel, Power Point, Open office.
- ❖ CRM (customer relationship Management) mostly used in Customer Service Industry.
- ❖ Harmony & Ultra Soft phone used (for quality evaluation).
- ❖ Google Sheet

Extra Curricular Activities:-

- ❖ Watching Movies, playing cricket, Chess and Listening to Music & like interacting with people.

Personal Details:-

Father's name : Late. Shri Jagdish Singh
 Date of Birth : 10th March, 1983
 Nationality : Indian
 Marital Status : Married
 Language known : English, Hindi, Punjabi
 Permanent Address : MIG II Flat No : 11 Block 26 -C Vikarnagar , Shimla -171009

Date: -17-09-2020
 Place: Shimla

(Sanjeev Chauhan)