CURRICULUM VITAE

ROHIT KATARIA
DOB- 4th September 1988
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CAREER OBJECTIVE

To enhance my professional skills in a dynamic and stable workplace, secure a challenging position that utilizes my experience, while allowing me the opportunity to grow professionally and use my skills in the best possible way for achieving the company's goals.

Employment History

COMPANY- WEBHELP INDIA Pvt Ltd - The leading outsourcing service provider from India to UK/USA and South Africa for their various business industries like IT, Telecom, Furniture, Airlines etc.
DESIGNATION- SME/Team Coach
DURATION- February 2016 - Currently working

Key Responsibilities – Ops Improvement

- Provided leadership to a team of provider services and supervisory personnel to ensure the highest level of service to clients across the continental US.
- Taking initiatives to create new strategies and bring new ideas for business growth.
- Performing analysis on data to find trends and present to clients weekly to track progress and achieve goals.
- Motivating the team to improve productivity for clients.
- Maintaining team quality for deliverance of client expectations for better results.
- Daily interaction with team and management on new ideas and performance improvement for overall growth.
- Maintaining good relations with clients for retention of the business.
- Preparing monthly Performance review with team for setting expectations for further goals.
- Preparing dashboard and MIS reports for client and team.

COMPANY- FIS Global Business Solution – A technical service-based firm with customers across USA and United Kingdom. Providing services for the telecom and IT industry.

DESIGNATION- Sales Executive/Team Coach Production
DURATION- September 2014 – January 2016

Key Responsibilities- Sales Executive

- Sell Corporate telecom plans to Inbound chats for business customers.
- Prepare Weekly report for Sales dashboard for the team for weekly review.
- Follow-up with the Tech team for resolution of the issue in a timely manner.
- Provide Floor support to resources on calls for sales upgrades and plans.

Internal Courses by WEBHELP INDIA Pvt Ltd.

- Emotional intelligence.
- Effective Leadership Program, Right management.
- Effective Feedback Skills.
- MS Office training.

Additional Skills Acquired

- AGILE SCRUM Master Certified from Simplilearn
- PMP Basics Certified from Simplilearn
- LEAN management from Simplilearn
- SIX Sigma Green Belt from Simplilearn

Education qualifications

- B.Com Programme from Himalayan University
- 12^{th} from DTEA School in C.B.S.E
- 10^{th} DTEA School in C.B.S.E

Languages

- English, Hindi, Tamil and Punjabi

Area of Interests

- Listening to music, playing cricket, Bad-Minton & traveling.

DATE: 04/03/2024

(ROHIT KATARIA)