|  |
| --- |
| Palm Valley, Bisrakh -Greater Noida :-201306  Mobile No. 7838600809, Email Id – [puneetk222@gmail.com](mailto:puneetk222@gmail.com) |

**Puneet Kumar**

***Career Summary***To work in a competitive environment on challenging assignments that helps me to excel in my profession, to enhance my skills and to contribute effectively to the organization and the society.

***Skills and Area of Expertise***

Presentation Skills, Formulating plans, Customer Loyalty, Closing and Negotiation skills, Time Management, Competitor Intelligence, Client Retention, Leadership, Highly Motivated, Can Handle Stress, Always pro-active and Target oriented.

***Managerial Skills***

* Comprehensive understanding of the internal processes and organizational structure of businesses.
* Understanding key business drivers.
* Analysing and Solving problems.
* Taking responsibility for personal development.
* Able to work independently in a fast paced and rapidly changing environment.
* Developing and motivating teams to do better.
* Computer literate and proficient in MS Word, Excel, PowerPoint and Outlook.

***Employment History***

***Clicbrics.com Real Estate***

***Assistant Manager to Manager June 18 to March 24***

*Responsible for Pre and post-Registration Vertical as per MOU*

* *Taking Care of Pre, Registration, post Registration and pre sales Vertical.*
* *Ensuring revenue as per the desired target given by Client.*
* *Reducing cancellations with the help of the Client.*
* *Meeting with clients to ensure more satisfaction.*
* *Coordinating with banker to receive sanction letter.*
* *Coordinating for Bank reconciliation to match actual Sales/Collection with Accounts and builder's CRM/Accounts Team.*
* *Taking care of the Data entry team*
* *Taking care of Project listing (Onboarding) team*

***Phalcomm.com Real Estate***

***Assistant Manager July 2016 to May -18***

*Responsible for Pre Registration Vertical.*

* *Taking Care of Pre Registration and pre sales Vertical.*
* *Ensuring for revenue as per desired target given by Client.*
* *Reducing cancellation with help of Client.*
* *Meeting with client to assured for more satisfaction.*
* *Coordinating with banker to received sanction letter.*
* *Coordinating for Bank reconciliation to match actual Sales/Collection with Accounts Team.*

***Digicall Teleservice Pvt. Ltd.                                                      Ecommerce customer support***

***Sr. Team Leader(Shopclues.com)                                                           Dec 2014 to July 2016***

*Responsible for managing a team in appropriate manner and achieve KPI’s related to process.*

* *Prepare Roster v/s Forecast.*
* *Reduce Repeat of customer calls.*
* *Control shrinkage and attrition.*
* *Give them quality feedback so that associate can improve and perform well.*
* *Analysis of call volume trend and manage shift accordingly.*
* *Arrange refresher training so that associate can perform in a well manner.*
* *Interaction with Client*
* *Taking care of escalation desk*

***Shopclues.com – Gurgaon            Ecommerce***

***Customer Support Analyst                                                                         Dec. 2013 to Nov 2014***

       ∙    Responsible for providing quality service to customers.

      ∙      Handling weekly update sessions, meet the Quality Parameters.

* Worked as a SME off Role.
* To analyse the Customer’s problem with the Equipment.

***VCustomer Services India Pvt. Ltd. BPO(Domestic Outbound)***

***Executive – Oct 2010 – Oct 2013***

* I worked in Domestic campaign of Bharti Axa and HDFC Life Insurance I was responsible to make calls to generate leads for Bharti AXA and later on I moved into HDFC Life where in I was responsible to sell the Insurance Policy over the phone.

***Academics***

* Graduated in Commerce from Agra University.
* Passed 10+2 with Commerce from U.P. Board.
* Passed 10th from U.P. Board.

***Computer Proficiency***

* Proficient in working with Microsoft word, Excel, PowerPoint and Outlook.
* Excellent knowledge about the Internet Browsers like Mozilla, Opera, Torch, Chrome, safari, and Internet Explore.

***Personal Details***

    Father’s Name     : Mr. Narendra Kumar

    Date of Birth     : 30th April 1989

    Languages Known    : Hindi and English

    Marital Status    : Married

    Hobby    : Playing Cricket

***Date: …../……/2024***

***Place: ………………….***

***(Puneet Kumar)***