

Naveen Kumar Jha

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Seeking for an organization that can improve my skills and that allows me to make innovation and better utilization of my efforts

≈ Synopsis

- ≈ Completed B. Tech (electronics and communication) from AMITY UNIVERSITY UTTAR-PRADESH.
- ≈ Endowed with the passion for winning as evidence demonstrated through excellence in the working experience & extracurricular areas.

Organizational Experience

Concentrix Gurgaon

- **Duration** – 6 April'22 to 15th November'2023
- **Role** – Team Manager.

Job and Responsibility

- Handled two Temp Team leaders and their teams.
- I was resolving team escalation and their conflicts.
- Team meeting on productivity and performance.
- One on one meeting and coaching feedback on their performance.
- Coaching feedback on basic hygiene and attrition.
- Review on shrinkage, Attrition and team performance.

Non-Voice Process

- Handled Team of 20 associates with non-voice upselling chat communication for US client Telecommunication process.
- Meeting the target by completing team's login hours, maintaining SLA,
- Review Team performance and quality parameters.

Majorel Gurgaon

- **Duration** – 5 July'19 to 2 April'22.
- **Role** – Worked as Team Leader.

Non-Voice Process

- Handled Team of 20 associates and was dealing with non-voice chat communication for online marketing.
- Meeting the target by completing team's login hours, maintaining SLA, answer Level as well as service level.
- Review of shrinkage, attrition and quality on daily basis.
- Roster Planning and headcount planning for entire process.

Voice Process

- Handled inbound process dealing with customer care helpline dedicatedly open for Online shopping portal Amazon.
- Resolving customer query by providing support to associates in terms of business support or support boundary lines required.

Paytm

- **Duration** – 15 Apr'15- 25 June'19.
- **Role** - Led as a business consultant at partner location (Tech Mahindra, 64 Noida).

Voice Process

- Handled inbound process dealing with customer care helpline dedicatedly open for Online shopping portal Paytm.
- Resolving customer query by providing support to associates in terms of business support or support boundary lines required.

Non-Voice Process

- Handled non-voice email process and was taking care of customer's query through email (Sales force portal).
- Meeting the target by completing login hours, maintaining quality parameter and productivity.

(Business consultant)

- Corporate Communications
- Escalation Management
- Financial Approvals and corrections.
- Supervision and correction falling in process flaw/system or other associated factors.

Academic Credentials

B. Tech	AMITY UNIVERSITY LUCKNOW U.P.	AMITY UNIVERSITY	2009-13
12 th	M.L. Memo. INTER COLLAGE KANPUR (U.P.)	U.P. BOARD	2007
10 TH	N.L.K. INTER COLLEGE KANPUR (U.P.)	U.P. BOARD	2005

Extra co-curricular

- 3 times top performer in PAYTM CST Marketplace (CMB process).
- Participated in social campaigns anti-corruption by Anna Hazare (candle light march) at college Campus.
- Participated in annual function organized by AMITY UNIVERSITY.

Hobbies & Interest

- Travelling and exploring different cultures.
- Listening music
- Exploring internet for social network.
- Meeting peoples and making new friends.

Personal Vitae

- Date of Birth: 13st June 1990
- Address: S/O Shri Ramu Jha.
- 2/111-c Nawabganj Kanpur 208002

Declaration

I hereby declare that the above-mentioned information is true to the best of my knowledge.

DATE:

(Naveen Kumar Jha)

PLACE: Gurgaon.