**CURRICULUM VITAE**

**AGHA ANSAR HUSAIN**

**Email ID:** Ansar220914@gmail.com

**Contact No. :** +91 8802 907 960

**OBJECTIVE:**

To be a part of an organization where my attributes and qualifications are exercised and my involvements significantly contribute towards the achievement of organization objectives.

**DIAGNOSTIC ABILITY**

Responsible, hard-working, dedicated towards work, willingness to learn new things, able to work in team as well as individually.

**EXPERIENCE:**

Currently working with **Limeroad.com** as **Quality Analyst**. From June’14 till date.

**Job Responsibility includes: -**

* Acting as a catalyst to bring in necessary changes to the existing processes to meet/exceed the customer expectations and business.
* Giving Training to new hires. Also giving refreshers to existing agents.
* Organize calibrations sessions to reduce variance of understanding among training/operations and help to run standard service delivery.
* To audit the customer connects (calls/emails) on a daily basis.
* Record feedback and download to respective representative and supervisor to know of areas of improvements. Like –

**a.** To check whether the CSR has incorporated Knowledge and competence and the customer was able to comprehend to what the CSR was talking about.

**b.** To check if the CSR has used the right telephone etiquettes, and followed appropriate hold procedures and has a given a proper resolution for the customer’s request.

* Conduct BRWs (Best Response Workshops) to have the righteous and best customer experience and in turn healthy and flourishing business.
* Own TNA (Training need Analysis) -

**a**. Basis audits both live and recorded, areas of improvements are identified which are translated to training module to be then conducted by our Trainers.

**b**. Conduct random dip-checks to identify areas to be worked on like issue types/processes etc

**Prior Experience-:**

* Worked with **Genpact** since November 2010 till January 2014 as **Process Associate** inAustralia based auto finance process (Voice).

**Job Responsibility includes:-**

* Handling different type’s queries of Customer through calls.
* Ensure resolution of complaint on time.
* Making Call Quality scores of Junior Officer on daily basis.
* Conducting refresher and trainings to new juniors.
* Conducting Mock calls session for new juniors.
* Making MIS on ATT and AHT on Daily basis.

**EDUCATIONAL QUALIFICATION:**

* **B.Com** from Lucknow University in year 2010
* **Intermediate**  from UP Board in year 2007
* **High School** from UP Board in year 2005

**TECHNICAL SKILLS:**

* Proficient in working on MS Excel.
* Basic knowledge of other MS office packages like MS-Word & MS –Power point.

**STRENGTH:**

Hard working, Positive attitude, Creative.

**HOBBIES:**

Writing and Obviously listening to music

**PERSONEL PROFILE:**

Father’s Name : Late Agha Shamshad Husain

Date of Birth : 02-July.-1990

Gender : Male

Marital Status : Single

Nationality : Indian

Permanent Address : 4/4/129, Rath Haveli, Faizabad, Uttar Pradesh.

**DECLARATION:**

I hereby certify that the above information given by me is true & correct in best of my knowledge.

**DATE:**

**LOCATION**: - Gurgaon **(Agha Ansar Husain)**