

# Anuj Tivari

Village And Post- Mahewa (Etawah) 206128

Mob.: 9012536261,7906364880

Email Id - anujtivari1995@gmail.com

## Summary

To work with an organization where I can enhance my personality, develop my skill and improve my experience and exposure in coherence with the objective of the organization. Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service.

## Experience

- **6 Month Work Vision India Services Pvt Ltd - Etawah**  
**Senior Team Leader**
- **2 Years Work Nehru Yuva Kendra Sangathan –Etawah**  
National Youth Volunteer Under NYC Scheme of Gov. of India in Mahewa

## Certifications

**Skill India Trainer:** - Trainer with Grade 'B' for the Qualification Pack of Customer Care Executive-Domestic- Voice (SSC/Q2210) - v3.0 conforming to National Skill Qualification Framework Level - 3



## Personal Information

- Father's Name: Ram Kumar Tivari
- Date of birth: 03/08/1995
- Gender: Male
- Marital status: Married
- Religion: Hindu

## Education

- **10<sup>th</sup> Passed From UP Board Allahabad in 2010**
- **12<sup>th</sup> Passed From UP Board Allahabad in 2012**
- **B.Sc Passed From CSJM University Kanpur in 2015**
- **B.Ed Passed From CSJM University Kanpur in 2018**

## Languages

<b>Hindi:</b>	C2	<b>English:</b>	B2
			
Proficient		Upper Intermediate	

## Skills

- ADCA,DCA
- 3 Months Diploma CCC From NIELIT
- Data Entry
- Team developmen
- MS Office

## Roles And Responsibilities

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- Team handling & drive performance from Agents on KRA's
- Achieving Agent's daily schedule Login hours target and controlling Team Shrinkage and Attrition
- Handling Team with team strength of 30 associates Monthly performance review & contribution analysis
- Maintaining & analysis on weekly basis reconciliation of MIS reports
- Monitor performance of all the Team members as described in the SLA Agreement
- Ensure Call Monitoring & Calibrations happen frequently on timely manner Preparation of MIS reports such as Daily Attendance Tracker, Quality
- Analysis, ICF report, interval wise AHT Report etc Coaching and daily briefing on customer satisfaction and customer experience, Quality Parameter
- Providing one on one feedback on !learn Parameter to Agent Identify challenge areas and suggest methods to improve quality at individual level Implementation & Tracking of Action plan
- Analyzing daily, weekly and monthly report and briefing Team
- Ensure Call Monitoring & Calibrations happen frequently on Timely Manner
- Driving Hourly AHT, ICF and ARPH from Team Members Break Management of respective Team Member