

Anand Prakash

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SUMMARY:

Dedicated professional with over 8+ years of expertise in customer service, merchant care, and quality assurance specializing in the banking and fintech sectors.

CAREER OBJECTIVE:

I aim to join a dynamic organization that provides opportunities to utilize my strengths effectively and contribute as a valuable member of a team dedicated to driving organizational growth.

WORK EXPERIENCE:

Organization	Designation	Tenure	Industry	KRA
PayU Payments Private Limited	Associate Manager-Quality Analyst	Jan'23 – Till Date	Fintech	<ul style="list-style-type: none">• Conducting multiple process reviews and identifying gaps for process improvement.• Ensuring that agents follow regulatory guidelines, company policies, and industry best practices in their communication with customers via calls and emails.• Developing and implementing quality assurance metrics to measure the effectiveness of call and email interactions, including accuracy, professionalism, clarity, and resolution.• Identifying opportunities to enhance call and email handling processes, streamline workflows, and improve overall efficiency and customer satisfaction.• Generating regular reports summarizing audit results, trends, and areas needing improvement to management and relevant stakeholders.• Developing and automating reports, streamlining data analysis and reporting procedures.• Monitoring and evaluating agents based on policy and process notes to ensure compliance.• Providing constructive feedback and coaching to agents based on audit findings, focusing on areas for

	Associate Manager-Care	May'22 - Dec'22		<p>improvement and recognizing exemplary performance.</p> <ul style="list-style-type: none"> • Closing the loop on merchant's feedback by actively addressing NPS (Net Promoter Score) and MSAT (Merchant Satisfaction) feedback. • Root Cause Analyses (RCAs) of complaints to identify underlying issues and improve customer/merchant satisfaction. • Contribute to initiatives aimed at enhancing the overall customer experience by identifying areas for improvement and implementing strategies to address customer pain points. <ul style="list-style-type: none"> • Resolving merchants' queries over chat, email, and call (outbound). • Handling walk-in merchants and social media escalation from PAN India. • Retention of merchants' by offering good deals for their business. • Helping merchants with the activation of multiple payment options for their websites • Sharing new updates with the team to improve the merchant experience. • Assisting merchant in onboarding / creating a new account. • Taking regular follow-ups from different teams to prioritize merchants' requests/complaints. • Team Handling in the absence of TL (Ticket Assignment, Roster Management, Help Teams to resolve the query).
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SBI Cards & Payment Services Ltd.	Senior Executive – Customer Service (Credit cards)	Aug'17 – May'22	BFSI	<ul style="list-style-type: none"> ● Resolving customers' queries and handling escalations over E-mail and calls (outbound and inbound) ● Retaining customers, & prioritizing their requests and complaints ● Coordinating with Area Sales Managers & Bank Employees (PAN India) on a regular basis for resolving customer queries & escalations smoothly and efficiently ● Handling the entire team in the absence of the TL ● Keeping regular follow-up with the customers till final resolution to make sure that they are satisfied with the set of services offered and their needs are met ● Handling Social Media Escalations from Twitter, Facebook, Instagram, and LinkedIn
Paisabazaar.com	Assistant Sales Consultant	Jan'15 to Mar'17	BFSI	<ul style="list-style-type: none"> ● Handling outbound process for sales of Credit Cards and opening of new Savings accounts of customers across Banks ● Build and maintain relationships with key personnel within the company ● Fixing bank appointments for customers for document collection

ATTRIBUTES:

- Positive attitude
- Can work under pressure
- Good interpersonal skills
- Smart worker
- Quick learner

ACHIEVEMENTS:

- Scored 98% (Avg) in quality for Q2 & Q3 (2022-23).
- Start performer of Q2 & Q3 (2022-23).

- Always achieved or over-achieved my targets.
- Awarded as Employee of the Year for FY 2019-20.
- Awarded as Employee of the Month Aug 2019.
- Received 'Numero Uno' Award for Jul-Sep 2019.
- Received Certificate of Appreciation for successfully completing the DIGI YATRA project.
- Received multiple Appreciations from customers/complainants via Email and Social Media Posts.

EDUCATION:

- BCA from IGNOU, Patna in 2013
- Intermediate from KKM College, Jamui, Bihar in 2008
- Schooling from Saraswati Vidya Mandir, Munger – Matriculation in 2006

PERSONAL DOSSIER:

- Date of Birth : 03-Aug-1991
- Gender : Male
- Marital Status : Unmarried
- Nationality : Indian
- Current City : New Delhi

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