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Top Skills

Customer Experience
Call Center Administration
Project Management

Rahul Prajapati

Team Leader at Concentrix
Gurugram, Haryana, India

Summary

As Team Leader, I excel in various aspects such as leadership, collaboration, problem-solving, communication, adaptability, performance, talent nurturing, change embracement, teamwork, and continuous improvement. My passion for mentoring and fostering growth drives my approach, ensuring effective communication and adaptability maintain a positive work atmosphere. I am dedicated to achieving high standards and driving outstanding results, all while nurturing talent and embracing change.

Experience

Concentrix

2 years

Team Leader

October 2023 - Present (1 year 5 months)

Gurugram, Haryana, India

Responsible for the day-to-day supervision of a group of call center associates including work and attendance monitoring in accordance with organization policy and applicable legal requirements

Effectively coach direct reports on their performance on a regular basis to ensure performance metrics are achieved at a minimum weekly

Identify performance related issues, develop an action plan for improvement, implement corrective action, up to and including termination of employment

Ensure service delivered to our customers meets contractual Key Performance Indicator ('KPIs') and financial expectations

Communicate to employees and provide timely updates

Provide subject matter expertise in handling escalated customer calls as needed

Conduct Team Meetings to ensure expedient communication of relevant information and as an open forum for input. Schedule and organize team activities

Stay current on internal work processes, policies and procedures. Attend required manager development training

Promote the Concentrix values through both behavior and attitude, including being an advocate for team members

Highly motivated individual with skills to develop and coach team members to achieve performance expectations

Work well under pressure and follow through on items to completion

Strong communication skills, both written and verbal

Ability to lead team in multi-tasking, prioritization, and meeting timelines on deliverable

Ability to mentor, coach and provide direction to a team of employees

Willingness to work a flexible schedule

Team leader trainee

March 2023 - October 2023 (8 months)

Gurugram, Haryana, India

- Providing overall support to the Team Leader with leadership and management of the MT, including implementing an organizational structure in line with the current instructions issued by the Head Office, developing operational plans and allocating Monitoring Officers to specialist roles V Enforcing taskings and directives provided through supervisory lines and ensures that all operational tasks are performed efficiently and effectively
- Overseeing the implementation of the Common Regulatory Management System and Staff Rules and Regulations, and supporting the Team Leader in the planning and implementation of administrative/operational tasks;
- Managing the flow of information within the Team, through coherent communication and information-sharing between Team structure
- Ensuring that appropriate support is provided to representatives
- Contributing to the development of the policies and practices through: participation in meetings, proactively providing feedback on monitoring activities
- Serving as Acting Team Leader of the Monitors, in team leader absence; Performing other relevant duties as requested.

Webhelp

Contact Center Associate

July 2020 - March 2023 (2 years 9 months)

Gurgaon, Haryana, India

Next Level Business Services, Inc.

Customer Service Executive

April 2020 - June 2020 (3 months)

India

- Ability to provide quality and thorough customer service utilizing interpersonal skills with a focus on customer satisfaction
- Basic understanding of computer systems with proficient keyboarding skills including email, data entry, and Microsoft products
- Ability to meet deadlines and perform successfully within a production environment, to include multitasking.
- Ability to maintain regular attendance in adherence to department expectations, and an ability to work flexible shifts
- Strong oral and written communication skills, sound judgment and the ability to think and conceptualize beyond existing barriers, methods and practices
- Organizational skills with an attention to detail, analytical and decision-making abilities

Atithi House

Reservations Manager

January 2019 - April 2020 (1 year 4 months)

Greater Noida

- Processes reservations by mail, telephone, telex, cable, fax or central reservation systems referral.
- Processes reservations from the sales office, other hotel departments, and travel agents.
- Knows the type of rooms available as well as their location and layout. Knows the selling status, rates, and benefits of all packages plans.
- Knows the credit policy of the hotel and how to code each reservation.
- Creates and maintains reservation records by date of arrival and alphabetical listing.
- Determines room rates based on the selling tactics of the hotel.
- Prepares letters of confirmation.
- Communicates reservation information to the front desk.
- Processes cancellations and modifications and promptly relays this information to the front desk
- Understands the hotel's policy on guaranteed reservations and no-shows.
- Processes advance deposits on reservations.
- Tracks future room availabilities on the basis of reservations.
- Helps develop room revenue and occupancy forecasts.

Education

Swami Vivekananda Subharti University, Meerut

Bachelor of Business Administration - BBA · (April 2021 - June 2023)

s v m khatima

12th, student · (2009 - 2012)