Ramesh Saroj

Mumbai, Maharashtra
rameshsarojs297@gmail.com
9967105557

• Experience of working with customer service management in various roles that include Call Coordinator, Customer Assistance and MIS support, Complain management and Problem Management
• Diploma course Certificate of Quality Management in December 2003, Operation Customer Support and Analysis
• Diploma course Certificate of Office Automation in December 2003

BRIEF OVERVIEW
• Self-starter, and capable of working both independently and as a part of the team.
• Strong analytical and organizational abilities; possess adaptable & detailed oriented attitude.

Work Experience

IT Help Desk
Insight India - Mumbai, Maharashtra
October 2019 to Present

It hepldesk

SUPPORT EXECUTIVE
KARTVYA HELTHON PVT. LTD
July 2017 to June 2019

SUPPORT EXECUTIVE (OPREATION)
• Record every call details and feedback received from Disease Advisors / Program advisors
• Maintaining record of telephonic interaction, orders and accounts
• Maintaining accurate and updated documentation of patient communication
• Data entry and maintenance of patient data base
• Identify and escalate priority issues
• Providing solution to patient with queries, complaints, feedbacks, requests etc.
• Ensuring timely and professional responses to all complaints, requests and queries received.
• Coordinating field team members in strategizing & increasing the sale of medicines
• Record every call details and feedback received from Disease Advisors / Program advisors
• MIS reporting or Patient Tracker
• Making report and managing patient data in Excel, Reconciliation of stock like Key account, Non pap patient and PAP patient.

CUSTOMER SERVICE ADVISOR
CONCENTRIX
November 2016 to July 2017

CUSTOMER SERVICE ADVISOR
• Responsible to take calls for telecom idea service plus inbound calls for enquiry, complain and request.
• Up sell of the product as per customer requirement like data booster, plan etc

• Data related technical configuration and setting for handset
• Handling second level escalations of customer service
• Daily report preparation for major clients

Authorised service provider

ROAD SIDE ASSISTANCE PROVIDER - Mumbai, Maharashtra
January 2015 to November 2016

DESIGNATION: WORKING AS VENDOR

ROAD SIDE ASSISTANCE PROVIDER (VENDOR)
• Responsible to manage the car break down activity and dispatch the service accordingly.
• Handling second level escalations of customer service issues
• Daily report preparation for major clients

SENIOR CUSTOMER SUPPORT OFFICER

CONTROL PRINT LTD
August 2013 to December 2014

SENIOR CUSTOMER SUPPORT OFFICER
• Taking Calls for machine complain and forwarding to branch
• Providing inputs to senior management with the expertise of suggestions to improve services with customer in focus.
• Escalating the issue to second level support in the event of higher level of support is needed.
• Handling second level of escalations of customer service issues
• Ensuring service levels are satisfied by monitoring Engineers
• Monitoring the daily performances of the Engineers and assisted them with the grievances they are facing
• Making report and managing data in Excel with the help of V Lookup, H Lookup, Pivot, Data Formatting, Conditional formatting, Formulas like sum if, Weekday, Month, Pivot Table and, Concatenate etc.

CUSTOMER CARE ASSOCIATE

IT SOURCE INDIA TECH PVT LTD
October 2008 to July 2013

CUSTOMER CARE ASSOCIATE
• Providing Technical troubleshoot to configure pop3, imap e mail
• Documenting, logging and managing calls in the Service Management tool and maintaining a regular track of the same.
• Liaising with other support teams if the issue is being dealt by them and doing continuous follow-up till the resolution is obtained for issues.
• E mail configuration outlook setting for computer, laptop and mobile.

CUSTOMER RELATIONSHIP OFFICER

HTMT GLOBAL SOLUTION
August 2007 to October 2008

CUSTOMER RELATIONSHIP OFFICER
• Taking Calls for Airtel Prepaid process
• Handling second level of escalations of customer service issues
• Forwarding Complaint to next level
• Providing Floor support to new trainees

• Senior Customer Relationship officer in Complaint Department

ADDITIONAL RESPONSIBILITIES HANDLED
INCIDENT/PROBLEM/CHANGE MANAGEMENT:
• To minimize the Business impact for the issues reported and ensure a proper fix is put in place till the final resolution within the designated TAT for the incidents by doing impact analysis and prioritization.

• Initiate escalation procedures for speeding up the process of making minimal impact and the issues to be addressed by the correct person.

• Keeping a track of all the incidents that occurred within a specified time which was recurring in a period of time.

• Maintaining records of the incidents and discussing with the incident management teams to take preventive measures

• Coordinating with the backend team for regular updates on Known Error Database (KEDB) and updating the same to Service teams.

TEAM MANAGEMENT:
• Managing the team in the event of Line manager s absence.

• Sending reports to the senior line manager about the daily work done and details if there was any disruption in the services.

• Attending meetings along with managers of different teams to take inputs of any changes to be made also preparing minutes of meeting.

Education

B.com
Mumbai University (I.Y. College) - Mumbai, Maharashtra
October 2016

Diploma in Course of Office Automation
Sri Sathya Sai Institute of Computer Education - Mumbai, Maharashtra
December 2003

Diploma in Course of Quality Management
Sri Sathya Sai Institute of Computer Education - Mumbai, Maharashtra
December 2003

H.S.C.
Maharashtra Board
March 2003

S.S.C
Maharashtra Board

March 2001

Skills / IT Skills

- EXCEL
- MS OFFICE
- MS WORD
- WORD

Additional Information

COMPUTER SKILLS
• Excellent knowledge of basic MS office applications and Internet (MS word, Excel and Power Point, V Lookup, H Lookup, Pivot, Data Formatting, Formulas).

• Configurations and installation process knowledge of computer Application.

• Diploma course certificate in Office Automation.

• Certificate of Quality Management