

RESUME

Mr. Graifen Menezes

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PERSONAL SUMMARY

A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Having a proven ability to lead by example, consistently hit targets, improve best practices and organize time efficiently.

KEY SKILLS AND COMPETENCIES

- Proven ability to manage through others
- Strong decision making and problem solving skills
- Able to motivate and lead others in a team environment
- Excellent communication skills, both written and verbal
- An ability to build rapport and trust quickly with work colleagues
- Able to prioritise tasks and workloads in order of importance
- Track record of delivering results with deadlines.

EDUCATION QUALIFICATION

Qualification	School/University	Year of Passing
SSC	Stella Maris School	2004
HSC	Pune University	2006
B.Com	Pune University	2014

WORK EXPERIENCE

WNS Global Services PVT LTD.

WNS Global is a global business process management company headquartered in Mumbai, India. It has more than 34,000 professionals working in 52 "delivery centers" across the world, including India, United States, United Kingdom, China, Costa Rica, Philippines, Poland, Romania, South Africa, and Sri Lanka.

ROLE: Associate

**(Feb 2007 – May
2008) (Nov 2008 –
Mar 2014)**

Responsibilities:

- Answering calls of the customers and handling their queries pertaining to Refunds and Flight complaints
- Provide personalized customer service by responding to the needs of the customers
- Ensure feedback from the customer to further improve the customer services
- Mentoring and providing Floor Support for new agents in the team
- Taking escalation calls
- Responding to store/customer email queries within the given timelines
- Managing the SLA in absence of the Team Leader.

ROLE: Lead Coach

(Mar 2014 – Mar 2016)

Responsibilities:

- Partners with team members to build skills, providing coaching, mentoring and personalized development plans
- Anticipates needs of employees and responds pro-actively at all times
- Provide assistance in escalated customer inquiries
- Develop performance metrics
- Deliver ad hoc reports
- Evaluate the result of operation, historical data trends and recommend probable / possible action to meet the metrics.

ROLE: Assistant Manager/Team Leader**(Apr 2016- Sep 2019)****Responsibilities:**

- Handling a team with strength of 15 - 20 Advisors
- Preparation of various dashboards and reports for the team
- Providing Timely feedback, coaching and mentoring my team members
- To conduct refresher trainings for the associates as and when required and to provide the necessary updates, process trainings & providing guidance or grooming them for better career progression
- Providing floor support and timely response to all the process related queries
- Interacting with the onshore counterparts.
- Managing attrition strategies to retain employees
- Preparing Team Roster every week and keeping the shrinkage under control basis the requirements of the clients or the business
- Meeting the SLA for the workload basis the timelines given by the clients
- Conducting interviews and closing on hiring numbers as per the business requirement
- CBI Certified (Competency Based Interview) that is required to conduct IJP interviews
- Managed transition of the projects and was successfully able to streamline the business.

Capita India PVT LTD.

Capita is an international business process outsourcing and professional services company headquartered in London. It is the largest business process outsourcing and professional services company in the UK. Whilst UK-focused, Capita also has operations with 64,000 professionals working across Europe, Africa and Asia.

ROLE: Team Manager/Team Leader**(Sep 2019- Till****Date) Responsibilities:**

- Handling a team with strength of 20 - 22 Advisors
- Responsible for client relationship for handling escalations or deliverables.
- Mentoring high potential and tenure Associate's with an overview of the additional tasks that are delegated
- Accountability for the overall Performance Objectives, retention and ESAT
- To drive and deliver exceptional business performance through powerful leadership and performance development of the team
- Coaching and development of team members. Monitor, identify and resolve performance, behavior/attendance issues
- Build, develop and motivate a high performing team committed to achieving success through each other
- Manage attendance levels / trends ensuring company procedures are applied
- Preparing Team Roster every week and keeping the shrinkage under control basis the requirements of the clients or the business

- Meeting the SLA for the workload basis the timelines given by the clients
- Create an empowering environment for the people encouraging individual ownership, initiative and challenge status quo
- Provide clear direction on the Contact Centre business objectives translating and prioritizing into business performance measures at team and individual level
- Agree challenging performance and development objectives for all direct reports, providing regular feedback / coaching to ensure their maximum potential is achieved
- Awarded as the best Team Manager for 2 consecutive years
- Successfully completed Kaizen project for third party People Pulse survey
- Successfully completed AM program from third party Bearing Point which is a business management consultant in the UK.
- Successfully completed Lean Six Sigma Yellow Belt Certification

PERSONAL DETAILS

Father's Name : Mr. Augustine

Menezes Date of Birth : 02 Mar 1988

Gender : Male

Nationality : Indian

Marriage Status : Married

Language Known : English, Hindi, Marathi &

Konkani Hobbies : Travelling and Playing Cricket

DECLARATION

I hereby declare that above mention information is true to the best of my knowledge and belief.

Place: PUNE

Date:

Graifen Menezes