



# Manoj Kumar M

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## CAREER HISTORY

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### TEAM LEAD

ALORICA INDIA PVT LTD.

Bangalore, India

July 2022 – April 2023

- Worked for US telecommunication process.
- Worked as Team lead
- Led staff meetings to delegate tasks, assign workloads and communicate changing priorities.
- Managed operations efficiently and effectively, verifying customers received exceptional service.
- Verified that teams carried out tasks in compliance with company regulations.
- Inspired and managed teams in operational improvements, increasing overall productivity.
- Remained knowledgeable in latest guidelines and best practices to ensure delivery of regulatory compliant service.
- Monitored team performance, providing suggestions for improvement and training programmes to increase team efficiency
- Inspired teams to achieve or exceed goals through regular motivation, implementing loyalty incentives and facilitating team-building activities.

### SUBJECT MATTER EXPERT

CONCENTRIX DAKSH PVT LTD

Bangalore India

September 2020 – June 2022

- Provided primary customer support to internal and external customers
- Responded to live chat rooms to answer and resolve customer queries, elevating customer satisfaction with immediate support.
- Handled high-volume telephone calls to address and resolve customer queries.
- Recorded account information to open new customer accounts.
- Collected and analyzed customer information to prepare product or service reports.
- Responded to customer requests for products, services and company information
- Recommended products to customers, thoroughly explaining details
- Offered advice and assistance to customers, paying attention to special needs or wants.

## OBJECTIVE

Customer service skills to contribute to the company's success. Passion for people and excellence that has allowed to excel company's growth. Self-motivated team leader.

## PROFILE

- Excellent oral and written business communication skills;
- Good interpersonal and organizational skills;
- Ability to lead and manage the team for effective productivity;
- Technologically savvy and goal-oriented.
- Driven and motivated to help organizations thrive by learning and implementing new skills.
- Able to juggle multiple priorities and meet tight deadlines without compromising quality.

## WORK SKILLS

- ✓ Strong planning & organization skills
- ✓ Proactive and initiative driven
- ✓ Inquisitive & resilient
- ✓ Streamline processes
- ✓ Excellent Relationship
- ✓ Agile mindset
- ✓ High level of accuracy
- ✓ Strong attention to detail
- ✓ Multitasking

## TECHNOLOGY

- ✓ AWS Certified
- ✓ CISCO wireless routers and switches
- ✓ Microsoft Office
- ✓ Data and Network Backup
- ✓ Digital Signal Processing

## LANGUAGES

- ✓ English
- ✓ Hindi
- ✓ Kannada
- ✓ Telugu
- ✓ Tamil
- ✓ Tulu

## BASIC INFO

- ✓ DOB – 05 Feb 1996
- ✓ Nationality – Indian
- ✓ Visa Status – Visit

THANK YOU

## REPRESENTATIVE/SENIOR REPRESENTATIVE (customer service technical and non-technical)

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Bangalore, India

March 2019 – August 2020

- Worked for Australian Telecommunication process.
- Assisted customers through chats and calls.
- Provided primary customer support to internal and external customers.
- Maintained customer satisfaction with forward thinking strategies focused on addressing customer needs and resolving concerns.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Answered product and service questions, suggesting other offerings to attract potential customers.

## EDUCATION

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### Bachelor of engineering (VTU) (Telecommunications 2019)

Don Bosco Institute of Technology, Bangalore, India

### Pre-University Education - Science PCMC (2012 – 2014)

Vidyaniketan PU College, Bangalore, India

### Secondary School SSLC (2011)

Vidyabharathi High School , Banakal , Chikmagalur, India

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