

JULIS TIGGA

Current Address:

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CUSTOMER SERVICE-BACKEND OPERATIONS

Working as a Backend Support, I believe in Results-driven & Focused approach. Good planning and organizing skills demonstrated in the 6.4 years of experience working with leading BPO. Managed and controlled good customer service through Backend Support.

Work Experience:

Organization: Computer Sciences Corporation (CSC)
Functional Role: Associate Professional-1
Duration: Nov'16- Till Now
Base Location: Noida (U.P.)

Job Profile and Areas of Responsibility

- Working for **Annuity** financial operation team.
 - **Process financial transaction for client's having annuity contract with MetLife. Transaction types are Fund transfer, Partial withdrawal, Full surrender, systematic withdrawal program, required minimum distribution, Transfer of assets.**
 - To process customer instructions within agreed service level and to the required quality levels.
 - To raise ideas for process improvements on a consistent basis.
 - Coordinating with cross functional teams to resolve the issues.
 - Analyzing root causes of complaints and escalation from the customer touch points to reduce Complaints.
 - Taking ownership of customer issues and ensuring that they are resolved to the satisfaction of the customer and client.
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Organization: MetLife
Functional Role: Sr. Associate-Operations
Duration: Mar'12- Oct'16
Base Location: Noida (U.P.)

Job Profile and Areas of Responsibility

Process Name: Financial 1

- Working for **Annuity** financial operation team.
- **Process financial transaction for client's having annuity contract with MetLife. Transaction types are Fund transfer, Partial withdrawal, Full surrender, systematic withdrawal program, required minimum distribution, Transfer of assets.**
- To process customer instructions within agreed service level and to the required quality levels.
- To raise ideas for process improvements on a consistent basis.
- Coordinating with cross functional teams to resolve the issues.
- Analyzing root causes of complaints and escalation from the customer touch points to reduce Complaints.
- Taking ownership of customer issues and ensuring that they are resolved to the satisfaction of the customer and client.

Process Name: Indexing

- Worked for **Annuity** indexing team.
- Index the form into their related financial queue.
- To raise the ideas for process improvement for the quick and fast indexing without any error.
- Coordinating with financial teams regarding the new forms to index them in the correct transaction type.
- Analyzing root causes of complaints and escalation from the customer touch points to reduce Complaints.

Organization: Tech Mahindra Ltd.
Functional Role: Sr. Executive-Operations
Duration: June'10- Feb'12
Base Location: Noida (U.P.)

Job Profile and Areas of Responsibility

- Handle Idea backend process for UP-East Circle.
 - Responsible for assigning and aligning the teams with different responsibilities which are assigned into the CRM application.
 - Analyzing root causes of complaints and increasing the FTR at the customer touch points to reduce Complaints.
 - Coordinating with cross functional teams to resolve issues.
 - Preparing & sending all the required reports to the reporting Manager as well as the client on daily basis, about the concern areas and improvement areas.
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Workshop/Training Attended:

- Customer First session conducted by ABG Group.
 - Attended several trainings on CRM, Customer Service, and Customer Retention.
 - Training on Achieving Self-Goals, Team Building & on Time Management.
 - Soft Skill training for backend.
 - Basic Training on Office Management & assignment conducting skills.
 - Training on MS- PowerPoint.
 - Training on MS- Excel.
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Achievements:

- Awarded Four times for excellence in operations & quality and production at MetLife.
 - Awarded Two times for excellence in operations & quality and production at Tech Mahindra Ltd.
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IT Skills:

- Conversant with MS Office (Word, PowerPoint & Excel).
 - Flexible with Internet Applications.
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Educational Qualification:

- Graduate with Commerce from CCS University, Meerut. (2008)
 - Sr. Secondary Education from St Joseph's School, (U.P. Board), Meerut. (2005)
 - Higher Secondary Education from St Joseph's School, (U.P. Board), Meerut. (2003)
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Personal Profile:

Father's Name : Mr. Harman Tigga

Date of Birth : 06-08-1988

Nationality : Indian

Sex : Male

Marital Status : Single

Languages Known : Hindi & English

Hobbies : Listening to Music

Declaration: I hereby declare that the information furnished above is true to the best of my knowledge.

Date :

Place :

(Julis Tigga)