

CURRICULUM VITAE

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CAREER OBJECTIVE

To work in a challenging position for an esteemed organization that provides the best opportunities to utilize my talent and leadership skills for professional and personal development. A motivated achiever who is recognized for combining program excellence, integrity, and innovation with best practices and disciplined attention to achieving immediate and long goals and objectives.

STRENGTHS AND PROFESSIONAL SKILLS

- Have interpersonal, analytical & communication skills.
- Skill / Ability to build & lead teams, and resolve issues with team work.
- Time Management Skills, Social Perceptiveness & Service Orientated
- Critical thinking, Judgment and Decision Making & Troubleshooting
- Management of Personnel Resources & Monitoring
- Computer Literacy – Knowledge of windows based computer environment.
- Knowledge of MS-Excel, Word & Power point presentation.

WORK EXPERIENCE

- Currently working with **Indiamart Intermesh limited**, since Feb 2016 to till now As **Team Leader/ Operations**.
 - Handling Team leader position at Indiamart.com
 - Handling team coordination take work from team by Email promptly to get the resolution.
 - Coordinate with accounts & finance department regarding payment clearances of vendors, also in billing /auditing.
 - Heading the Team in resolving all the service related issues and Activating the cases for the process.
 - Making strategies for efficient functioning of the team & increasing their productivity.
 - Control over team Attendance, leaves on **MIS** and report of Receipts daily.
 - Ensuring For case activation and productivity on time or in given time frame from my team.
 - Ensuring regular maintenance of up to date records of ECS dues and receipts for every case from each team member.
 - Co-ordination with the management in getting the Vendors bills settled with Tax.
 - Maintaining team daily basis working and performance data.
 - Helping team members in their yearly appraisal and in their monthly incentives released from accounts.

- Worked with **Snapdeal.com**, Customer First Group Department since November 2014 to Feb'16 As **Team Coordinator/operations**.
 - Handling team with customer's queries through mails. Maintain and update the database with information on the nature of queries and status of resolution.
 - Helped team for customer's queries related to demands, Refund and Replacement of the products.
 - Coordinate with Back-Office team and Account department, for initiating billing data.
 - Compile and maintain all required paperwork, records, documents, for the team Or Customers on daily or monthly basis.
 - Work with social media team to resolve the customers issue accurately.
 - Handling team to solve problems that might arise from complaints and pitfalls in customer communication.
 - Handling the team backup responsibilities and cooperation with team members for the accurate daily data maintenance.
 - Time management for the given work in the given time frame with effectiveness and Accuracy.
 - Maintaining team daily basis working and performance data auditing.
 - Helping team members in their yearly appraisal and in their monthly incentives released from accounts.

- Worked with **HDFC Bank** (on role of AFDC Pvt Ltd.), **Customer service specialist** since April'13 to Nov'14.
 - Answer inbound calls as well as assist customers who have specific inquiries.
 - Build customer's interest in the services and products offered by the company.
 - Provide personalized customer service of the highest level.
 - Update the existing databases with changes and the status of each customer & prospective customers.
 - Liaising with other departments for resolving customer queries & complaints.
 - Process transactions in accordance to approved process and procedures, international regulations and within pre-agreed service levels and with speed and accuracy
 - Adhere to quality control discipline, procedures and checks always.
 - Day to day query resolution, with upward escalation of more complex queries to the management team
 - Responsible for driving own performance management, collating relevant documentation, preparing for and arranging self-performance reviews.
 - Thorough solution of queries & identify improvements to processes.

PERSONAL PROFILE

- Date of birth: 24-12-1991
- Alternate Number: 9899220315
- Religion: Punjabi
- Nationality: Indian
- Language: Hindi, English, Punjabi.
- Permanent Address: Awas Vikas Ward No.3, H.N. 641, Kichha (Uttarakhand)-263148
- CURRENT ADDRESS: CB-7C DDA JANTA FLATS HARI NAGAR CLOCK TOWER, N. DELHI. -64

EDUCATIONAL QUALIFICATION

Start Year to End Year	Graduation course (BBA) Saraswati Institute of Management & Technology From Kumaun University (Nainital)	Percentage/CGPA obtained 61%
Start Year to End Year	Senior Secondary Examination – Class XII BDS vidhya Mandir (Bilaspur) Exam Board – CBSE	Percentage/CGPA obtained 65%
Start Year to End Year	Higher Secondary Examination – Class X- BDS vidhya Mandir (Bilaspur) Exam Board- CBSE	Percentage/CGPA obtained 56%
Start Year to End Year	Post-Graduation course(MBA) Skyline Business School From MDU university Rohtak (Haryana)	Percentage/CGPA obtained 62%

PROFESSIONAL & COMPUTER QUALIFICATION

- Knowledge of Basic computer, MS-Word, MS-Excel and Internet.
- Time Management, Adaptability, Creativity. Innovation in process.
- Team Data management, (Appraisal, daily performance)
- Financial knowledge, Balance sheet, Trading, P&L.
- Leadership and Motivational factor
- Communication skill
- Time management.
- Willing to learn and Implement new things in Team goal achievement.

ACHIVEMENTS

- ✚ Prize won in regional level Art competition in School level.
- ✚ Got Prize in cultural Art performance in College for the year of 2011 -12.
- ✚ Got awarded for Cricket Match (MOM) in 2011-13.
- ✚ Received the prize for English or Hindi best writing in 2007-08.
- ✚ Got 2^d Rank in college in final examination.
- ✚ Got Award for the employee of the year on basis of best performance 16-17.

INTERESTS

- ✚ I use my free time to make Sculpture (**Small wooden cricket bat**) and more.
- ✚ Art & Drawings, Poetry Writing. (Urdu, Hindi, Punjabi)
- ✚ I spend my time in Tattoo making on arms and forearm.
- ✚ I utilize my skills in Sketching and graffiti with different design.
- ✚ Also, interested in crafted art with waste materials.
- ✚ Listening to music (all Kind of songs)
- ✚ learning new languages.
- ✚ Internet surfing in free time and love to travel or visit new places.

DECLARATION:

I hereby declare that the above details are true and correct to the best of my knowledge and belief in the event of any information being found false or incorrect, my candidature will be liable to be canceled.

Date:

Place: Noida

Kaushal Anand