

RESUME

Name of the Candidate	SHRAVAN KUMAR RAUT
Name of the Post Applied	BPO Operations Team Manager
Job related skills / software	Process Associate, Quality Analyst
Category	BPO Call Center, Back Office
Sub Category	Team Leader / Subject Matter Expert
Years of Experience	5 YEAR
State	BIHAR
Gender	Male
Highest Qualification attained	Bachelor of Computer Application Major
/ Specialization	Computer Science
Email Id	skrmadhepur@gmail.com
Date of Birth	12-11-1994
Mobile No.	8340359828
Address	Madhubani, Bihar-847408

PROFESSIONAL SYNOPSIS

** Over 5 years of extensive experience in knowledge maintenance, training & mentoring of new team members, client management, doing quality check for the entire team

** Self-motivated, team player and organized to keep pace with the fast changing environment

ORGANIZATIONAL EXPERIENCE

Operations Management

Kochar infotech (Ludhiana)

Intelenet global solution. (Kolkata) Dealmoney Securities Pvt. Ltd (Kolkata)

AB Insurance Brokers Pvt. Ltd. (Kolkata)

ROLES AND RESPONSIBILITIES

** Preparing reports with a view to monitor the performance & efficiency of team members, ensuring compliance with pre-set quality parameters so that the business can achieve the key metrics

** Have been promoting knowledge sharing through the organization's operational business processes and systems.

WORKSHOPS ATTENDED

** Interpersonal Skills

** Conference Call Essentials

** Time Management

** Business Etiquettes

** Effective Business Communications

ACADEMIC CREDENTIALS

** Bca Completed with 70% from MU University (2015)

** Intermediate Done 12th with 56% from BSEB (2011)

** High School Done 10th with 52% from BSEB (2009)

LANGUAGES KNOWN

Hindi and English

NATIONALITY

Indian

SHRAVAN KUMAR RAUT