

# Piyush Kumar Singh

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## CAREER OBJECTIVE

✓ Seeking a challenging role in operations management, project management, client servicing & Risk management projects with a high growth-oriented organization. Effective communicator with significant ability to work well in a team and leading a team.

## Organizational Experience

✓ A result oriented professional with 2 years of experience in the areas of operations management & excellence, Risk & Compliance, domain expert & client servicing.

✓ Worked as Assistant Manager in Bandhan Bank, Naraina Delhi (JAN 2019- DEC 2020)

## KRA/JOB RESPONSIBILITIES:

✓ Ability to conceptualize and implement solutions for streamlining the operations & enhancing efficiency along with managing operational risks and excellence.

✓ Adapt at handling day-to-day activities in co-ordination with internal / external departments for smooth business operations.

✓ Resourceful at maintaining relationships with clients to achieve desired outcome & service norms

✓ Excellent interpersonal, communication and organizational skills with proven abilities in customer relationship management

✓ Project Management.

✓ Report Analysis.

## Worked as an Relationship manager in

Tradeindia from September 2021 to Feb 2023

## KRA /JOB RESPONSIBILITIES

✓ Effectively Resourceful at maintaining relationships with clients to achieve desired outcome & service norms.

✓ Client Servicing

✓ Online B2B Catalogue sales

✓ Charting business requirements; coordinating in developing process flows, implementing and transitioning processes in line with internal guidelines

✓ Identify and document any changes to delivery methodology required to satisfy client requirements.

## Working as an Team Leader in Just Dial, JD Mart since 20Th February till present.

### KRA /JOB RESPONSIBILITIES

- ✓ Effectively Resourceful at maintaining relationships with clients to achieve desired outcome & service norms.
- ✓ Meeting Teams assigned targets along with revenue.
- ✓ Team Handling
- ✓ Individual contribution in absence of team via leading front front in aspect of sales.
- ✓ Identify and document any changes to delivery methodology required to satisfy client requirements.

### Areas of Expertise-

#### Operations

- ✓ Subject Matter Expert in Banking Domain.
- ✓ Proficient in preparing Weekly/Monthly/Quarterly Reports with a view to apprise Leadership of Process operations

#### Client Management

- ✓ Managing daily client calls along with managing escalations from contact centers.
- ✓ Develop and share resourcing strategies.
- ✓ Assessed customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving customer satisfaction level
- ✓ Builds strong relationship with onshore counterparts and support functions and utilizes the relationship to maximize the result.
- ✓ Negotiation Skills.
- ✓ Acquisition of Premium Clients.
- ✓ Proficiency in various Marketing Strategies.

#### Training

- ✓ Certified in Advanced Global Market .
- ✓ Online Google Basic Digital Marketing Unlocked Certification.

#### Career Record

- Internship in Hitachi for 2 Months.
- Worked as an Electrical Engineer in Murari Tea Industries. Tinsukia, Assam( Sep'14- Dec'16)
- Worked as an Project Engineer in Alvi Tech services PVT LTD, Mumbai (Jan'13- Jan'14)
- Worked as an Assistant Manager (Operations) in Bandhan Bank, Naraina ,Delhi(17Th Jan2019-04thDec 2020).

- Worked as an Relationship Manager, Tradeindia(September 2021- February 2023)
- Working as an Team Leader Just Dial, Jd Mart (February 23 till present).

## Scholastics

Post Graduate Diploma in MGMT(MBA), JIMS ROHINI,DELHI -2017-2019

B Tech (Electrical Engineering) -BBDNITM, LUCKNOW, 2007-2011

Intermediate – Delhi Public School Digboi, Assam, 2007

## Personal Details -

Name- Piyush Kumar Singh

DOB-08/11/1988

Father's Name- Ran Vijay Bahadur Singh

Language Proficiency:English, Hindi

Marital Status: Married

Address -G 406,RG RESIDENCY APARTMENT,Noida Sec 120

## Declaration

I do hereby declare that all the information furnished by me is true to the best of my knowledge and belief.

Date- 13-06-23



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