# Rajesh Bhosle

**Customer Care Expert/Leader**

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Seasoned Customer Service Professional with over 15 years of experience delivering outstanding service in the industry. Skilled in addressing customer inquiries, providing in-depth product knowledge, and fostering customer satisfaction. Proven ability to meet diverse customer needs, drive brand loyalty, and efficiently handle high-volume operations in fast-paced, dynamic environments.

## Work Experience

**Tanfeeth LLC | Dubai Dec 2013 - Dec 2024**

{**Tanfeeth** is dedicated to supporting Emirates NBD Group through the delivery of regional expertise, cost efficiency, and unparalleled customer experience.}

**Team Leader** Jun 2024 - Dec 2024

[Supervised and mentored a team of [10] members, driving performance and fostering a collaborative work environment. Conducted training sessions to enhance team members’ skills in customer service and complaint resolution. Monitored team performance against KPIs, implementing action plans to achieve targets. Led process improvement initiatives that increased efficiency and customer satisfaction. Recognized for enhancing team morale and achieving consistent results under tight deadline.]

**Responsibilities**

* Responsible to Ensure that the team meets all service-related targets on weekly/monthly basis
* Preparation of monthly MIS & ensure huddles are conducted on daily basis
* Ensure all transaction queue for the day is cleared whenever delay due to technical failure.
* Personally handle key selected clients, handle compliant query and escalations received through calls and email
* Manage & monitor SLA's with support units; manage the CRM queues and mailboxes by assigning responsibilities to staff
* Check adherence by staff to standard work procedures while handling customer calls/emails/SR.
* Comply to information security and data privacy policies; adhering to audit and risk requirements.

**Complaints Officer** Feb 2018 - May 2024

[Efficiently managed and resolved customer complaints, ensuring a swift and satisfactory outcome.
Analyzed complaint trends to identify root causes and recommend process improvements. Assisted with Fraud and POS disputes for customers. Collaborated with cross-functional teams to implement solutions that reduced recurring complaints. Played a pivotal role in maintaining customer trust and loyalty through effective communication and resolution strategies.]

**Responsibilities**

* Responsible for catering to customers complaints and requests regarding the daily banking activities
* Handling Major complaints regarding Accounts, Credit Cards & Loans.
* Handling Customer disputes regarding POS/ATM transactions. Assisting on fraud dispute cases by escalating them with Card Business team.
* Involves providing end to end resolutions for the customers. make sure that all the complaints Targets are met on a daily basis and reports on progress sent.
* Act as a common interface between the customers, and all the other back-end departments like Card Business, IT, Compliance and many more.
* Regular Follow-up with Customers informing them regarding the progress of the complaints and the turnaround time for the resolution.
* Ensure that feedback is provided to front end agents if any incorrect complaints logged by them and coach them to reduce the number of unnecessary complaints raised and could be handled at the first point of contact.

**Priority Banking Officer** Dec 2013 - Jan 2018

[Assisted high-net-worth, priority, and private banking customers with their daily banking needs by providing prompt and accurate resolutions, while fostering and maintaining professional relationships with contacts across various departments]

**Responsibilities**

* Managed the daily banking activities of high-profile, priority, and private clients, ensuring tailored and efficient service.
* Responded to a wide range of customer inquiries related to accounts, credit cards, and other liability portfolios.
* Trained, mentored, and guided new employees, significantly contributing to team development and performance improvement.
* Addressed and resolved emerging issues related to customer accounts with accuracy and efficiency, ensuring a high level of satisfaction.
* Escalated unresolved matters to appropriate internal teams and Customer Relationship Managers, ensuring timely and effective resolution.

**Senior Customer Service Advisor** Aug 2008 - Dec 2013

SercoGlobal Services *|* Mumbai

{**Serco** offers omni channel contact centre, digital transformation, [Robotic process automation](https://en.wikipedia.org/wiki/Robotic_process_automation), [AI](https://en.wikipedia.org/wiki/AI) and [analytics](https://en.wikipedia.org/wiki/Analytics), transaction processing, finance & accounting, HRO and IT to companies in the United Kingdom, the United States, Australia and India.}

[I worked in the Customer Telephony Process at Barclays Bank, where I handled incoming calls regarding bank accounts and credit cards, while also promoting and up-selling additional banking products to customers.]

**Responsibilities**

* Provided exceptional customer service for account and credit card transactions, resolving fraud, charges, and related issues for Barclays Bank UK customers.
* Utilized a sales-through-service approach, assisting customers with day-to-day banking queries and offering tailored solutions.
* Up-sold credit cards, home, and content insurance to clients, driving additional business while maintaining a focus on customer satisfaction.
* Consistently achieved and exceeded sales targets on a daily, weekly, and monthly basis, demonstrating strong performance and goal orientation.

## Core Skills

Teamwork, Effective Delegation, Prioritization, Project Management, Empathy, Self-Regulation, Building Trust, Development Focus, Mentoring, Training, building a Positive Culture, Adjusting to Change, Open-Mindedness, Resolving Disputes, Maintaining Objectivity, Setting SMART Goals, Monitoring Progress, Performance Reviews, Data-Driven Decisions.

**Software**

Ms Office, Siebel CRM, Vision Plus, Way4, Finacle, Finn one, Payment Hub, Swift Tool, Pega, SSP.

## Education

Bachelor of Business Administration. Jun 2005- Mar 2008

## Professional Accreditations

**Six Sigma Black Belt**

## Languages

English (fluent), Hindi (fluent), Gujarati (intermediate), Marathi (fluent)

**Awards**

Top Performer, Aug 2017

Inspire, 2018

10 years Milestone Long Service Award 2023.