**MANDEEP SINGH**

**#303 Tower 21,Royale Estate Zirakpur .**

**MOBILE: +919041426598 EMAIL:mandy4952@gmail.com**

**PROFILE**

* Proficient in handling operational requirements and team management.
* Resourceful at managing excellent relations with clients to achieve quality product and service norms by resolving service related critical issues.
* Well organized with a successful track record that demonstrates self-motivation, creativity and

Initiatives to achieve corporate goals

**LEADERSHIP ATTRIBUTES**

* Team management & mentoring
* Quality assurance managements
* Driven to succeed and excel
* Innovative in thought and solutions
* Individual contributor

**CORE STRENGTHS**

* Effective decision making
* Innovative thought process
* Performance management
* Self-Motivation and ability to motivate others
* Goal oriented
* Time management
* Strategy Planning
* Positive attitude

**PROFESSIONAL EXPERIENCE**

**ECLERX SERVICES LTD.**

ANALYST (SINCE MAY 2009), SENIOR ANALYST (APR,2018)

**Key Responsibilities**

1. **Operative:**

* Ensure adherence to policies and procedures and give feedback to frontline agent.
* Perform assignments that are highly complex and where independent action and a high degree of initiative is required in resolving problems
* Perform periodic Frontline agent request order audits, monitor request orders with particular attention to technical excellence.
* Monitor and evaluate customer experience metrics across the assigned and identify areas of improvement.
* Coach to proper troubleshooting and guidelines adherence improvements.

**Projects**

1. **Work Order Accuracy project of Billing**
2. Audit the billing of customer account.
3. Rectify the account if any wrong under charges or over charges applied on customer account
4. Coaching to frontline agent for proper documentation and correct charges.

**Igxact Technologies Ltd**

SEO Executive and Content Writer (Sep, 2018- May2019)

**Key Responsibilities**

* Performed On- Page and Off- Page Tasks
* Performed Keyword Analysis on Google Keyword Planner
* Handled Social Media Marketing for Premier clients
* 200 Plus On-Site content for Pioneer projects
* Technical content for SEO projects
* Mentoring new team associates for SEO and SMO.

**Colossus Private Ltd**

SEO Executive and Content Writer (July,2019- March 2020)

**Key Responsibilities**

* Technical content for SEO projects
* Performed all Off-Page Tasks
* Searched Keyword for all SEO projects (Uber suggest and Google Keyword Planner)
* Meta Title and Description for SEO projects
* Floor supporting (New Team Members)

**Freelancing: From June to August Worked For St.Botanica as a ‘Freelance Content Writer’**

**TECHNICAL PROFILE**

* Specialization : Google Ad words, SEO (Off page & On page, Submissions)
* Tool & Utilities : Google Analytics, Google Webmaster Tool.
* Content Writing : Technical content writing with Keyword stuffing.(Onsite and SEO)

**EDUCATION & TRAININGS**

* BACHELOR'S IN ELECTRONICS & COMMUNICATION.

Punjab Technical University, Lalru 2008.

* INDUSTRIAL TRAINING (6 MONTHS) RELIANCE COMMUNICATIONS.
* COMPUTER PROFICIENCY

Basic Knowledge of MS office tool to manage reports and projects

**PERSONAL MINUTIAE**

* Date of Birth: 07th, August, 1986.
* Languages known: English, Hindi, & Punjabi. (Read, write & speak).

**DATED:**  **MANDEEP SINGH**