



Jayesh Devre

Team Leader

Profile

Team leader , multitask, Target achiever, Trainer

Employment History

Team leader at TATA BSS, Vadodara

March 2015 — October 2017

Handling production team of customer support executives approx 50

- Responsible for their performance as well as quality improvement
- Analysis of data like repeat calls, Abandon calls, IVR misrouting calls, Avoidable and daily

dip Check etc.

- Handling calls escalated from escalation desk to provide FTR to customer
- Login and break schedules to achieve SL (Service Level)
- Giving regular coaching and feedback to CSR to improve their performance
- Other extra mile activities for Team Motivation
- Creating weekly schedule forecasting and keep an eye on adherence of it
- Maintaining floor discipline and ISMS policy

Team leader at Vijay sales ind pvt ltd, Vadodara

January 2018 — Present

Handling team for IT / MOBILE sale

Ensure every guest should be attend in store

Ensure every month target achievement should happen

Focus on EWS for each product that SE sale

Store hygiene maintain on every day

Ensure each n every product have price tag n update price ticket when ever change

RNR for those SE who perform best on that month

Ensuring company get growth of 30% on every month

TEAM LEADER KPI achievement

Details

Vadodara, 390013

India

8128524155

jdeore1995@gmail.com

Date / Place of birth

27/02/1995

Kasare

Nationality

Indian

Skills

Leadership

Communication

Hobbies

Traveling, playing football

Languages

English

Gujrati

Marathi

Hindi

Education

Diploma mechanical, Sigma polytechnic, Vadodara

June 2010 — July 2013

