



## CONTACT

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## Date of Birth

15-Jan-1985

## Nationality

Indian

## Languages known

English, Hindi

## Gender

Male

## CAREER OBJECTIVE: -

• My aim is to combine a high degree of professionalism, skill, and diligence in my tasks, which would enable deliver high quality work thereby achieving positive results, job satisfaction and career growth.

• Skills team player with proven ability to lead and motivate teams to maximize productivity also ability to analyze, organize, and manage challenging projects that promote growth through individual and product achievement

# RESUME

## DURGESH KUMAR DWIVEDI

### EDUCATION

- PGDBA with specialization in HR from SCDL, Pune.
- Bachelor of ARTS (ECONOMICS Hons.) from A.N. College Patna
- HSC from B.I.E.C Patna
- SSC from B.S.E.B Patna

### CERTIFICATION

"Advanced Lean Six Sigma Yellow Belt Certification" from Sparen & Gewinn Consulting

### WORK EXPERIENCE

**Organization:** Integrity Verification Services (Derisq Group)

**About Organization:** it is leading background verification Company

**Location-** Delhi

**Designation:** Team Leader- Client Services

**Duration:** May 2022 to Feb 2023

**Job Responsibility:**

- Team Handling and Team Management (Cam Team)
- Assisting ops Team's internal queries related to client's SOW
- Client account management
- Client queries and escalations handling
- SLA and TAT monitoring and ensuring to sustain as per client's requirement
- Ensured Accuracy of daily and monthly performance report
- Streamlining client account services and analyzing data for efficient and smooth work process
- Helping to improve inflow volume through client coordination

**Organization:** Pinkerton Corporate Risk Management India Pvt Ltd

**About Organization:** it is leading background verification multinational Company

**Location-** Gurugram, Haryana

**Designation:** Coordinator (Client Account Management)

**Duration:** August 2021 to December 2021

**Job Responsibility:**

- Team Handling (CAM Team)

- Client account management
- Client queries and escalations handling
- SLA and TAT monitoring and ensuring to sustain as per client's requirement

**Organization:** Dataflow services India Pvt Ltd

**About organization:** It is Leading Primary Source verification multinational company

**Designation-** Associate III

**Duration:** May 2017 to February 2021

**Job Responsibility:**

- Case validation and Case initiation
- I used to assist all new joiner in my team. I was working as SME for my client in my team
- Case Ownership- Ensuring the case completion within the TAT
- I used to take care of all queries/complain related to my client which was assigned to me. It includes follow ups among the teams for the timely completion of cases to maintain the client's SLA

**Organization:** Cogent E services Pvt Ltd, Noida

**About Organization:** It is a leading outsourcing organization

**Designation:** CSA

**Duration:** November 2016 to March 2017

**Job Responsibility:**

- chat process
- Chat Assistance to Customer regarding pre order query.

**Organization:** E net System Pvt Ltd, Noida

**About organization:** It is a leading outsourcing organization

**Duration:** May- 2016 to Oct- 2016

**Designation:** Sr. Executive

**Job Responsibility:**

- Responsible to handle customer queries over emails
- Escalation calls handling
- Also, I was part of the process management team to take care customer relationship management.

**Organization:** Justdial Ltd, Noida

**About organization:** Justdial Ltd is India's top local search engine.

Justdial is an Indian based company. It provides search services and is made available on Website and Mobile.

**Duration:** January 2009 to October 2015

**Designation:** Information Retrieval officer

**Job Responsibility:**

- Responsible to manage Customer queries, Client's complaints over call.
- I was part of the Lead generation at organization level
- OJT (on job training) batch handling

## SKILLS

TECHNICAL PROFICIENCY: - • Operating System: Windows XP, Windows 7, Windows 8 and Window 10 and specialization in MS Office

• Having 10+ years of work experience in Customer relationship management, backend support and background verification- client services

• Strong Communication Skills

• Leadership Skills

• Time/process Management Skills

• Problem solving skills along with good analytical skills

