



Manmeet Singh Rana

Results-driven and people-focused **Team Leader** with proven experience in managing day-to-day operations of customer service teams. Skilled in performance monitoring, coaching and developing associates to consistently achieve business KPIs and deliver excellent customer experiences. Adept at handling escalations, improving processes and fostering team collaboration. Recognized for leading by example, driving employee engagement and upholding organizational values.

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📞 8178003889

📍 Delhi, India

WORK EXPERIENCE

Senior Executive

EXL Service

06/2025 - Present

Achievements/Tasks

- Supervise day-to-day operations of associate ensuring adherence to work policies and legal requirements.

Team Leader

Tide platform private limited

10/2024 - 05/2025

Achievements/Tasks

- Monitor team performance, attendance, and compliance with organizational standards.
- Schedule, organize, and drive team-building and engagement activities.

Manager

HDFC Bank

04/2024 - 10/2024

Achievements/Tasks

- Deliver regular coaching sessions to improve productivity and ensure consistent high performance.

Senior Analyst

American Express

12/2022 - 04/2024

Achievements/Tasks

- Identify performance gaps, create and implement improvement action plans.

Sr. Subject Matter Expert

Concentrix

08/2019 - 12/2022

Achievements/Tasks

- Ensure customer service delivery meets contractual KPIs, SLAs, and financial goals.

Customer Delight Associate

Jindal Intellicome Limited

02/2019 - 07/2019

Achievements/Tasks

- Handle escalated customer calls, providing subject matter expertise and resolution.

Senior Associate

Saviour Boilers Pvt Ltd

02/2016 - 12/2018

Achievements/Tasks

- Conduct team meetings to share updates, gather feedback, and encourage open communication.

SKILLS



EDUCATION

Btech

Maharshi Dayanand University

Haryana, India

Graduate

- Btech

senior secondary education

CBSE

2010

secondary education

CBSE

2008

pro

TOOLS

