



# 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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📍 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

Leadership

Minutes of meeting(MOM)

Project Management

Team Supervision

Screening

Cross-functional Collaboration

Process Improvement

Enhanced Due Diligence

Data Analysis

Compliance & Standards

Advance excel

Multitasking

Analysis

Engagement & Support

Feedback

Coaching & Development

## EDUCATION

### Btech Maharshi Dayanand University

Haryana, India

Graduate

– Btech

### senior secondary education CBSE

2010

### secondary education CBSE

2008

pro

## TOOLS

Workday

Amex The Square

Pulse

Kustomer

Interceptor

White pages

Smart Wealth

whois

Atlas

Ekata

Lexis Nexis

NBA

BOT

Syntizen

Interceptas

Movinsync

Ramco

Master card Connect

Flex

CRM