Kiran Sethi

Assistant Manager, Service Operations

Jaipur, India • kiran.sethi@example.com

Summary

Assistant manager coordinating shifts, coaching and daily queue allocation for a 14-person customer service team. Earlier experience handling service requests and supporting shift handovers.

Experience

Apr 2024 - Present

Assistant Manager, Example Cedarloop Service Centre

- Coordinate weekly rosters and daily queue allocation for 14 service advisers across two shifts.
- Review aged cases with team leads and assign owners, reducing cases older than five working days from 38 to 19 over one quarter.
- Coach six new advisers using call reviews, practice scenarios and weekly feedback sessions.
- Introduced an owner-and-deadline handover template, testing it across two shifts for four weeks before wider adoption.

Jan 2023 - Mar 2024

Senior Service Adviser, Example Cedarloop Service Centre

- Created a checklist for incomplete requests that helped colleagues collect required information in one contact.
- Supported shift handovers and flagged capacity issues during seasonal peaks.

Jul 2021 - Dec 2022

Service Adviser, Example Cedarloop Service Centre

Jaipur, India

- Handled account queries and recorded case notes for colleagues taking over unresolved requests.
- Checked submitted information against the request checklist and referred exceptions to a supervisor.

Education

BBA, Business Administration 2018 - 2021

Example Ridge Commerce College

Skills

Team operations: Shift planning, Coaching, Queue allocation, Escalation tracking

Reporting: Excel pivot tables, Backlog reporting, Service-level monitoring

Service: Customer communication, Process documentation, Quality review

Fictional sample from ResumeGuru. Names, employers and achievements are illustrative.
www.resumeguru.ai/resume-samples/assistant-manager-resume-sample