

VISHAL BISWAS

Jaipur, Rajasthan, India

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PROFESSIONAL SUMMARY

Results-driven Team Leader with 5.5+ years of experience in BPO and e-commerce environments, including Myntra, Amazon, and CarDekho. Proven track record of managing teams, achieving KPIs, improving service quality, and handling escalations. Skilled in driving operational efficiency, team development, and customer satisfaction.

CORE SKILLS

- Team Leadership & People Management
- KPI & Performance Management
- Customer Service Operations
- E-commerce & Retail Support
- Quality Assurance & Process Improvement
- Stakeholder Management
- Reporting & Data Analysis
- Escalation Handling
- Training & Development

PROFESSIONAL EXPERIENCE

Team Lead | Myntra (May 2025 – April 2026)

- Led a team handling daily customer service and operational activities
- Achieved and maintained KPIs related to productivity, quality, and SLAs
- Provided coaching, feedback, and performance management support
- Handled customer escalations and resolved complex issues
- Ensured adherence to internal processes and compliance standards

Team Lead | Amazon (Feb 2024 – March 2025)

- Managed team productivity, quality, and performance metrics
- Allocated tasks and monitored workload distribution
- Conducted training sessions and supported team development
- Coordinated with stakeholders for smooth operations
- Maintained reports and documentation for performance tracking

Attribute Team Executive → Team Lead | CarDekho (April 2021 – Sept 2023)

- Managed product and attribute data for e-commerce operations
- Promoted to Team Lead based on strong performance
- Supervised team to ensure data accuracy and consistency
- Improved quality standards and supported KPI tracking
- Assisted in reporting and operational improvements

EDUCATION

Graduation – Mewar University

12th Standard – Tinny Toys English Senior Secondary School

10th Standard – St Paul’s English Secondary School

LANGUAGES

English | Hindi | Bengali

ADDITIONAL INFORMATION

Strong customer-focused approach

Ability to manage teams under pressure

Effective communication and leadership skills