

## **ORGANISATIONAL CONTOUR**

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### **TEACH FOR INDIA – 05/03/2010 to 04/30/2012**

Only representative selected out of the 125,000 employee strong MNC (Aditya Birla Group) to lead the Corporate Social Responsibility initiative

Elementary Class Teacher

- Successfully led a class size of up to 42 students at a low income school in Mumbai
- Student's achievements were at 55% EOY in Maths and 71% in Literacy.
- Improved student attendance to 91% by introducing special initiatives
- Assisted supervisor at school in curriculum planning
- Conducted multiple computer orientation sessions with teaching staff thereby leading to improve familiarization of computer concepts, which were put into practice
- Initiated and introduced plans for English and Maths under very tough circumstances with students having limited/ no access to study materials
- Worked with non-TFI teacher in school and helped them in literacy techniques, aided them with resources

**Aditya Birla Minacs Worldwide Ltd – 02/03/2003 to 04/30/2010** (Now known as "Concentrix" - <https://www.concentrix.com/>)

### **Growth Path**

Joined as Trainee / Associate, February 2003

Promoted as Executive Quality, January 2004- May 2005

Promoted as Team Leader, June 2005- June 2008

Promoted as Assistant Manager – Operations, July 2008- April 2010

### **Assistant Manager – Operations - Tasks & Duties**

- Maintaining excellent relations with clients.
- Meeting client expectations and ensuring smooth transition from "what is required" to the final product that is delivered.
- Adhering to the quality norms defined by the client by monitoring quality scores, productivity, login hours and service levels of the team.
- Providing regular & systematic feedback on performance indicators and updating products to the team.
- Rendering support to the team leads/team members to resolve difficult queries and coaching them in improving areas identified for team members.
- Handling & recording escalations appropriately and preparing & maintaining daily reports.
- Ensuring reports are sent to the client on or before the defined deadline and the R&R is done within the mentioned time frame.

### **NOTABLES**

- Successfully transitioned a complex process from US Base to Minacs.
- Deftly improved customer Retention/ Upsell using DMAIC Approach.
- Been part of the team for achieving COPC certification.
- Significantly improved retentions with a telecom company resulting in increased revenues to the extent of 32% and improved retention conversion by 160%.
- Successfully handled domestic and international clients.
- Streamlined overall process of handling escalation thereby resulting in improved efficiency by 19% and real time adherence through RTA.
- Successfully set up Command Center thereby resulting in improved process knowledge.
- Received Train the Trainer certification, while helped in conducting training and interviews for new hires

### **Team Leader – Operations - Tasks & Duties**

- Mentoring a team of 20 members; monitoring their calls and providing constructive feedback to agents related to effective call handling skills.
- Conducting & analyzing End User Survey whenever required.
- Ensuring compliance with COPC processes & documentation while maintaining COPC standards across the program.
- Handling & recording escalations while motivating agents to increase performance efficiency and morale.
- Providing regular & systematic feedback to team on performance indicators and resolve difficult queries.
- Reviewing & improvising process training inputs based on agent performance & program requirements.
- Acting as the point of contact for the client in resolving performance related issues.
- Mentoring new agents to ensure smooth transition from training to operations.
- Providing real time service level management.
- Conducting performance development meet to chalk out career path/ improvement areas for agents and preparing and maintaining daily reports for performance management.

### **NOTABES**

- Worked as Project Lead for problem solving project using DMAIC approach to 'Control Variation in Retentions.
- Won the Best Team Award in the month of Oct 06, Dec 06 and Mar 07.
- Achieved the milestone of 200 upsells and 200 retentions several months in a row.
- Active member of the COPC Team which helped Minacs get recertified to COPC 4.0.
- Successfully completed MGMT U program, which provided an insight into effective management skills.
- Successfully executed the 'Train the Trainer program' and was certified as a Process/ Product Trainer.

### **Jun 2002 – Jan 2003: Pagepoint Services Pvt Ltd., Mumbai as Trainee Associate**

#### **Achievements**

- Successfully assisted Team Leader in report generation.
- Involved in transaction monitoring and updating self on latest information on various processes.
- Adhered to the productivity and service levels norms.

#### **ACADEMIC**

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6/1/1999 - 4/1/2002 BA from Goa University

6/1/1997 - 3/1/1999 HSC from St.Xaviers Higher Secondary School, Goa Board

6/1/1996 - 3/1/1997 SSC from St. Mary's Convent High School, Goa Board