

# Ganesh Singh Chouhan



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## Education

Bachelor Of Commerce,  
(2014)  
University of Rajasthan,  
Jaipur

## Language

Hindi : Proficient  
English : Proficient

## Professional Summary

Hardworking Team Leader bringing the necessary experience and knowledge to tackle any operational demand. Multi-tasking team player well-known for executing successful, new initiatives. Strong facilitator adept at working cross-departmentally with co-management and top-level leadership.

## Skills

- Team Supervision
- Data Analysis
- People Management
- Disaster Recovery Planning
- Time Management
- Multitasking Abilities
- Quality Assurance

## Achievements

- Platinum Award in Oct'23 for Best FLM
- Received many GEM Awards at associate and Sr. Associate level.
- Successfully closed 4 Value stories on Process Efficiency Creations

## Certifications

- CMMI 2.0 Certified
- LOMA Certified
- Power BI Certified
- Orientation of Project Management Concept
- Lean Trained and Certified

## Work History – Joined GOSC MetLife, Jaipur in 2014

### Team Lead: 2021 till 2024

- Handled **15 FTE** team as a Team Lead .
- Successfully **Migrated 2 processes** from Noida to Jaipur and **4 work types** from the US office.
- Devised and implemented processes and procedures to streamline operations.
- Conducted regular reviews of operations and identified areas for improvement.
- Supervised team members to confirm compliance with set procedures and quality requirements.
- Conducted training and mentored team members to promote productivity, accuracy,
- Set performance expectations for the team, monitoring progress towards goals and providing constructive feedback as needed.

### Process Specialist: 2019 to 2021

- Coordinated cross-functional teams for successful execution and timely delivery of services.
- Facilitated change management initiatives, guiding teams through periods of transition while maintaining morale and productivity levels.
- Supported business continuity planning efforts by developing contingency plans and emergency response protocols.
- Maintained database systems to track and analyze operational data.
- Provided training and mentorship to junior staff members, contributing to overall team success.

### Process Quality Assurance: 2017 to 2019

- Enhanced team performance by providing regular training on best practices in process and quality assurance.
- Conducted root cause analysis, leading to the implementation of effective corrective actions for recurring issues
- Trained and guided team members in quality assurance standards, policies, and procedures.
- Worked with stakeholders and team members on quality assurance efforts for the betterment of smooth operations.
- Fixed identified issues to improve workflows.
- Investigated non-performance incidents to determine root causes, taking prompt action to address issues and prevent future occurrences..

### Associate to Sr. Associate: 2014 to 2017.