

Illustrious career in conceiving & implementing effective ideas / strategies that can add value to organization through rich experience & innovation excellence; targeting assignments in **Operations** preferably in **Delhi NCR**.

Profile Summary

- Currently associated with **Office Beacon LLC** as **Manager- Operations**; offering **nearly 16 years** of experience in **driving operation excellence to meet or exceed quality of service commitments; ensuring customer satisfaction** across the sector
- **Managed escalations**, thereby **ensuring highest levels of customer satisfaction** through problem-solving skills and First Time Right Approach
- **Managed process operations** entailing **mapping of business processes** and **studying requirements, designing, implementing and improving process solutions** in line with the guidelines specified by clients
- **Prepared reports** and shared it with the Sr. Management for review; **performed quality checks** and delivered assistance
- **Enhanced the operations, optimized resources & capacity** and escalated productivity & operational efficiencies
- **Rendered training to junior employees**; ensured achievement of the goals while collaborating with senior management teams in decision-making process
- **Skilled People Manager**, contributed in **recruitment of high quality staff, guided teams**, undertook people development function, monitored overall functioning of processes, identified improvement areas and implemented adequate measures to maximize output using motivational leaders

Core Competencies

Operational Excellence
Performance Management
Training & Knowledge Sharing
Reporting & Documentation

SLA Management
Customer Relationship Management
Continuous Process Improvement
Quality Assurance

Recruitment
Escalation Management
Team Management & Leadership
Client Engagement

Work Experience

Jul'22 – Present

Office Beacon LLC, Gujarat (Remote), Manager / Recruiter- Operations

Key Result Areas

- Developing strong interpersonal relationships with the team, to cohesively bond them together with the company and integrating them with the vision and core values
- Front leading the entire recruitment life cycle for contractual roles
- Monitoring achievement of KPIs to identify and implement training requirements
- Interacting and speaking to prospects in the USA and outsourced resources for different roles
- Monitoring the functioning of processes, identifying improvement areas and implementing adequate measures to improve process efficiency
- Identifying manpower requirements sourcing candidates that match the desired skills, and screening them
- Creating reports for monthly / quarterly business reviews; providing input on the same resulting in reduced resource wastage and higher reliability

Sep'20 – May'21

Inspira Enterprise India Pvt. Ltd., Delhi as Manager Sales- Operations

Key Result Areas

- Developed strong inter-personal relationships with the team, to cohesively bond them together with the company and integrated them with the vision and core values
- Worked with TCIL for project which was Security Operation Centre (SOC) shall include design, supply, configuration, implementation, customization, integrations, monitor, manage, backup, warranty support

May'19 – Apr'20

Footprints PreSchool & Daycare Pvt. Ltd., Gurgaon as Sr. Executive for Corporate Tie Ups

Key Result Areas

- Worked as a senior executive for corporate tie ups done in many of the prominent companies like Wipro, Jubilant, Conduent, free charge and with Airport authority of India
- Shared the proposal with the client and to negotiate the terms & conditions, time period, also shared contract for the signature of the agreement

Jun'15 – Oct'18

British Telecommunications (BT), Gurgaon

Growth Path

Jun'16 – Oct'18 | Subject Matter Expert- Operations

Jun'15 – Jun'16 | Associate

Key Result Areas

- Supervised a team of 30 associates in Fixed Ethernet for a renowned British telecommunications
- Actively participated in Order Processing & Change Order Activities
- Prepared weekly and monthly dashboards by analyzing the key levers of the business for client's perusal
- Interacted with Support functions for any Issue faced by the team

Sep'13 – Jan'15

Concentrix, Gurgaon as Lead- CRM Operations

Key Result Areas

- Conducted refresher sessions & recurring process trainings resulting in reduced resource wastage and higher reliability
- Assisted management with career development activities for team members including performance management, informal feedback, training, and resourcing
- Dealt with inbound calls to troubleshoot customer queries and solve them; managed escalation/OOP cases to ensure 100% closure within TAT
- Improved customer satisfaction level by:
 - Collaborated with cross-functional teams
 - Drove value in service delivery and implemented industry leading practices in the organization
- Met deadlines and Turn Around Time without compromising quality norms and adhering to SLA
- Maintained AHT & drive Service Level during peak hours/season
- Followed up with agents, help Team Log in/out in absence of Team Leader
- Managed Sales performance and outbound sales delivery/call back for the team
- Participated & actioned on learning from Quality & Compliance Session
- Led floor activities to ensure E-Sat (Fun Activities, Blitz, Buddy Week, CSW, etc.)

Key Initiatives

- PA call back initiative: Initiated process of call backs for Professional Advisors to ensure on time customer service and end customer satisfaction
- Buddy Week: With Customer Service being main ask and forte, led the Buddy Week program to drive participation; motivated agents to do their job with ease and happiness, hence providing excellent customer service and job satisfaction

Jan'10 – Aug'13

Genpact, Gurgaon as Process Developer

Oct'08 – Aug'09

Eli Research, Faridabad as Sr. Customer Support Representative

Aug'04 – Jun'08

Wipro, Delhi as Sr. Customer Support Representative

Education

- 2003: BA Pass, Delhi School of Correspondence

Personal Details

Date of Birth: 28th August, 1976
Languages Known: English, Hindi
Address: Gurgaon- 122001