

# Millie Jacob

Contact: 9820018852 ~ Email: millie.shirkolkar@hotmail.com

## Assistant Vice President (Process Quality)

### Profile Snapshot

- A competent professional with 20 years of experience in Process Management, Operations, Client Servicing, Training & Development, Team Management and Quality Assurance
- Adroit in spearheading smooth process transitioning from overseas locations & developing procedures, service standards for business excellence
- Hands-on experience in handling projects such as Repeats, NPS & TNPS, Change in Billing System and Re- Verification Drive for delivering better customer experience and reduce cost to serve
- Deftness in monitoring delivery of high-quality customer experience, elevating customer satisfaction, while adhering to standards and work processes; thus, managing cost-effective operations
- Possess excellent interpersonal, communication and organizational skills with proven abilities in team management and customer relationship management
- Six Sigma Green Belt certified.

### History of Excellence in...

Service Delivery ~ Vendor Management ~ Team Management ~ Process Improvement~ Customer Management System ~ Training & Development ~ Retail Management ~ Project Management ~ Quality of Experience ~ Audits & Process Management ~ Revenue Enhancement ~ Customer Retention ~ Management- Small Enterprise ~ Escalation Management ~ Cost Optimization

### Career Highlights

#### Awards

- Bagged the Best Employee of the Year
- Won the Shining Star Award for Oct'14 to Mar'15
- Successfully nominated for Best Manager of The Year thrice under CS category
- Attained the We are one Award – Cross Functional Team Award for GST and Amdocs Migration (System Migration)
- Achieved the ELT Award (cross functional) – CS lead exemplary performance
- Bagged the Cross Functional Award – Repeat and reduction in CPS
- Acknowledged as the Winner of Circle Combat for 2014-15
- Won Bravehearts 4.0 Award for April'22 to Sept'22

#### Recognition

- Played a stellar role as a Project Lead for Migration of Billing System
- Consistently ensured seamless migration of processes from in-house to vendor
- Independently managed the cashier profile and ensured sufficient handset and sim stock
- Attained 0 audit finding during audits conducted by Manager and Audit Team
- Received the Elite Award for May'22 and Star of the month for July'22

### Core Competencies

#### Process Transition / Enhancement

- Facilitating smooth transition of processes from overseas client locations and stabilizing the same in the facility. Standardising the process and ensuring compliance with the guidelines.
- Monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
- Disseminating information to Team Members, organising Team Huddles & driving the mentoring initiatives to increase knowledge and subsequent productivity.

#### Operations Management / Quality Management

- Developing contingency/ business continuity plans to ensure smooth business operations.
- Forecasting volumes to achieve the daily, weekly and monthly call forecasts and service levels.
- Maintaining a high-quality customer experience, elevating customer satisfaction, while adhering to the SLAs and work processes and thus managing cost-effective operations.
- Ensuring compliance with internal policies and procedures, external regulations and information security standards and quick download of any process changes and maximizing adaptability to changes and learning.

#### Customer Service

- Initiating and sustaining efforts for improving customer satisfaction scores through regular relationship calls & providing regular update on change/new policies to employees.
- Providing effective resolution to customer queries and improving relationships with the customer by anticipating customer future requirements, thereby ensuring a positive customer experience.

- Managing implementation of Customer Feedback Mechanisms and higher standards of service.

#### **Man Management / Training & Development**

- Coordinating hiring of team members, identifying and implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members.
- Developing need-based training modules for developing multi skilled work force for cross utilization within sub processes for optimum efficiency.

#### **Professional Experience**

##### **Since May'20: Axis Bank**

#### **Growth Path**

Since May'20: Assistant Vice President – Process Quality

#### **Skills Set:**

#### **Quality Management / Audit**

- Successfully completed the project for creating a framework in CRM for Wholesale Banking.
- Planning and executing engagement with Wholesale banking customers to get key insights for enhancing customer experience.
- Driving automation across processes of wholesale banking.
- Simplifying branch processes for enhanced customer experience.

##### **Since Oct'00: Vodafone India Ltd.**

#### **Growth Path**

Aug'18 – Apr'20: Sr. Manager – Back Office Resolution

Jul'17 – Jul'18: Sr. Manager – Activation Lead

Aug'15 – Jun'17: Sr. Manager – Zonal Operations

Jul'14 – Jul'15: Deputy Manager – Process Improvement, CRM, Audits & UAT

Jul'12 – Jul'14: Deputy Mgr. - Training (Retail, Inbound & Outbound CC - Retention, Sales & Service, MPESA & Employee Engagement)

Nov'10 – Jun'12: Assistant Manager – Quality (Retail, CC – Inbound / Outbound)

Jan'06 – Oct'10: Team Leader – Vodafone Mini Store

Jan'04 – Jan'05: Trainer (Team Coach)

Oct'00 – Dec'03: Customer Service Executive at Vodafone Store

#### **Skills Set:**

#### **Quality Management / Audit**

- Ensuring quality of resolution and compliance as per regulatory guidelines
- Faced Regulatory and DOT audits conducted on a monthly & yearly basis
- Undertook quality initiatives pro-actively that positively impact CSAT & Business results
- Maintained high standards of service assurance across Retail (Stores & Mini-Stores), Inbound CC & Outbound touch-points by implementing standardized quality process and practices.

#### **Customer Servicing**

- Involved in driving Transaction Net Promoter Score (TNPS) for back office
- Facilitating network resolution for the circle along with perception building ; Effectuating service partner management for Back Office Operations
- Involved in the activation of new post-paid & prepaid connection within the defined TAT with minimal rejections (Consumer & Enterprise)
- Managed e-KYC penetration in the circle for prepaid & post-paid connection
- Engaged in the re-verification of existing prepaid & post-paid existing base
- Worked towards the retention of Small enterprise Accounts for the South zone

#### **Project Management**

- Rendered support in National projects UAT for eKYC, Simex & re-verification of mobile number
- Implemented retention strategies through Retail, Outbound and SME accounts
- Handled new post-paid and prepaid connections, on-boarding efficiency and CXX projects for better customer experience
- Optimised revenue from SME accounts by upselling other Enterprise products apart from Voice & Data
- Performed UAT before new product & system changes ensuring no impact to customers
- Acted as the Project Lead for movement of billing system from BSCS to Amdocs

- Spearheaded the campaign focusing on repeat interaction management and driving the first-time right culture
- Delivered training for Inbound & Outbound Call Centre for Voice and Data
- Oversaw coordination with retailer and executives for smooth functioning of the VMS

#### • Previous Experience

**Jun'00 - Sep'00: Infovision (SBI CC) as Customer Service Executive**

**Mar'00 – Jun'00: American Express Bank as Back Office Executive**

**Feb'98 – Nov'99: EL AL Airlines as Security Officer**

#### Education

- **Graduation** from Mumbai University (BSc Microbiology) with 2<sup>nd</sup> Class

#### Trainings Undertaken

- Feb 2014 – Inscribe: Reinforce your Reputation as a Leader Workshop
- GMAT programme – Mobile Internet Superhero
- Franklin Covey the 4 disciplines of execution Gold certification Mar 2012