

Skills Exceptional communication and networking skills Successful working in a team environment, as well as  
BACHELOR OF BUSINESS ADMINISTRATION BUSINESS ADMINISTRATION ICFAI Business School  
Integrated Institute Of Management & Technology  
HIGHER SECONDARY SCHOOL, B.I.S.S School  
Delhi, Delhi SENIOR SECONDARY SCHOOL, Delhi Public School  
Senior Manager - PMO

#### Skill Details

TRAINING- Experience - 30 months

DOCUMENTATION- Experience - 16 months

OPERATIONS- Experience - 16 months

SALES- Experience - 8 months

CORPORATE COMMUNICATIONS- Experience - 6 months

Company Details

company -  
description - Review and understand existing business processes to identify functional requirements to eliminate waste, improve controllership and deliver flexibility

Identify processes for re-design, prototype potential solutions, calculate trade-offs, costs, and suggest a recommended course of action by identifying modifications to the new/existing process

Project Management of new requirements and opportunities for applying efficient and effective solutions

Responsible for delivering process reengineering projects across processes by closely working with the relevant

Responsible for documentation to train all stakeholders on any changes

company -

description - Responsible for defining scope of project in accordance with the stakeholders, internal teams and management team.

Prepare project charter with defined timelines for project related activities.

Preparation of Business Requirement Document (BRD), closing Understanding Document (UD) with development

Preparation of training documents, SLAs, SOPs etc. as required.

Conduct training for impacted teams to ensure smooth transition.

company - TELEPERFORMANCE INDIA

description - Driving sales through call center and achieve target with overall responsibility of exploring selling

Conceptualizing and implementing sales promotional activities as a part of pilot batch for new company launch

Training new joiners through the process of call bargaining.

Interaction with client to understand requirements and expectations.

Handling call quality sessions with the client.

Handling adhoc requirements from client as well as senior management and delivering timely resolution for the

MASTER OF BUSINESS ADMINISTRATION