PRANAY JAISWAL

Team Leader- Operations

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SUMMARY

Highly experienced and results-driven Team Lead with over 7 years of progressive experience in customer support, operations, and training within SaaS, PaaS, E-commerce, and EMR industries. Proven ability to empower and mentor high-performing teams to consistently exceed key KPIs (CSAT, QA, FCR) and enhance operational efficiency. Adept at leveraging strong problem-solving, communication, and analytical skills, including web development fundamentals, advanced spreadsheet proficiency, G-Suite mastery, Salesforce reporting, and Slack workflow optimization, to drive continuous improvement and deliver exceptional customer experiences.

WORK EXPERIENCE - 7YRS

WebPT India Pvt. Ltd. | Hyderabad, Telangana   2023 - Present

Team Lead - Operations | WebPT India Pvt. Ltd.   March 2025 – Present

- Lead a 20+ member support team, providing high-quality EMR technical assistance over chat and email, consistently achieving CSAT above 95% and QA adherence above 90%.
- Monitor Average Resolution Time/Case Age to ensure issues are closed within SLA, significantly reducing backlog and improving operational efficiency.
- Conduct regular agent coaching & development sessions (minimum 4/month per agent), fostering skill growth and improving confidence.
- Champion First Contact Resolution (FCR) improvements by training agents in advanced troubleshooting, raising FCR rates over 80%.
- Analyze and reduce escalation rates by identifying root causes and implementing targeted coaching and process improvements.
- Prioritize employee engagement and retention by fostering a supportive, inclusive environment with transparent communication.
- Drive knowledge management by encouraging agents to create/update documentation and SOPs in KCS systems.
- Partner with leadership on continuous improvement initiatives, identifying root causes of inefficiencies and improving platform stability.

Support Team Lead Trainer | WebPT India Pvt. Ltd.   April 2024 – March 2025

- Managed a team of trainers, overseeing schedules, development plans, and productivity to deliver exceptional training results.
- Collaborated with stakeholders to define target audiences, assess training needs, and align delivery to meet timelines and business goals.
- Designed and delivered comprehensive onboarding programs for new hires and upskilling for existing staff.
- Conducted detailed needs assessments using focus groups, QA results, and data analysis to identify knowledge gaps and prioritize training topics.
- Led new initiatives (e.g., daily huddles, newsletters, EMR knowledge checks) to reinforce learning, reduce errors, and improve training efficiency.

Trainer + QA Analyst | WebPT India Pvt. Ltd.   May 2023 – April 2024

- Delivered technical support training programs to new hires and existing employees, ensuring readiness for live support.
- Developed comprehensive training materials (presentations, manuals, eLearning content) and planned training schedules to maximize learning outcomes.
- Conducted QA reviews on support interactions, providing constructive feedback to improve quality scores and CSAT.
- Provided one-on-one mentorship to new and underperforming staff, improving skills, confidence, and productivity.

Amazon Development Center | Hyderabad, Telangana   2018 - 2023

Lead Trainer | Amazon India   February 2021 – April 2023
- Owned the design, delivery, and evaluation of advanced training modules for technical support associates.
- Managed onboarding and refresher training for new batches, ensuring consistent improvements in QA and CSAT scores.
- Partnered with operations and quality leadership to align training goals with business priorities and address emerging challenges.

Interim Trainer | Amazon India   June 2020 – February 2021
- Delivered training sessions on communication, problem-solving, and Amazon policy adherence for support teams.
- Customized content based on learner needs and process updates, supporting new hire ramp-up and refresher programs.

SDS Associate (Customer Service Agent) | Amazon India   September 2018 – February 2021
- Managed delivery exceptions for Amazon Flex drivers, ensuring timely order fulfillment and minimal customer impact.
- Operated under strict deadlines and SLAs, demonstrating excellent time management and stress resilience.
- Developed creative solutions for system challenges, optimizing delivery experiences and reducing exceptions.

PROJECT

QA Automation (WebPT)   Status: COMPLETED
- Automated QA audit data input system, reducing manual errors by 90% and saving 40+ hours/month.
- Improved reporting consistency and enhanced analyst productivity significantly.

Updates Tracker/Website (WebPT)   Status: COMPLETED
- Designed and deployed a central website using HTML, CSS, and JavaScript to track team updates, new process changes, and knowledge articles.
- Ensured better transparency and reduced missed communication during shifts, improving team alignment and accountability.

Soft-skills Course (WebPT)   Status: COMPLETED
- Created and delivered an interactive soft-skills training program covering empathy, communication, and conflict management.
- Resulted in a 15% boost in CSAT scores and reduced escalations by empowering agents with better interpersonal skills.

Attendance Tracking System (WebPT)   Status: COMPLETED
- Developed an automated system using Google Sheets for tracking daily attendance and leave requests.
- Utilized VLOOKUP, IMPORTRANGE, Pivot Tables, and traffic-light color coding to visualize leave availability.
- Improved shift planning accuracy, reduced manual errors, and simplified resource allocation for team leaders.

Knowledge Check (WebPT)   Status: COMPLETED
- Launched daily Slack-based knowledge questions to encourage continuous learning and teamwork.
- Fostered team collaboration and continuous learning, helping reduce common errors by 20% over three months. (Leveraged Slack for workflow communication)

Comprehensive Training for Bottom Performers (WebPT)   Status: COMPLETED
- Introduced weekly shadowing and personalized coaching sessions for agents with lower performance metrics.
- Achieved an average 30% improvement in QA scores among participants, boosting overall team performance and morale.

SKILLS

Leadership & Management
- Team Leadership   • Performance Management   • Conflict Resolution   • Coaching & Mentoring
- Strategic Planning   • Ownership   • Accountability   • Employee Engagement & Retention (CSAT, QA, FCR)

Operational Excellence

- Workflow Optimization   • Process Improvement   • Reporting & Analytics
- Quality Assurance (QA)   • Escalation   • Root Cause Analysis   • CSAT Improvement
  Program Design & Delivery   Management   Strategies

Training & Development

- Training Needs Analysis   • Content Design   • Curriculum Development
- Classroom Training   • Virtual Training   • eLearning Delivery   • LMS & Content Authoring Tools (Articulate, Rise360)
- Training Effectiveness Assessment

Communication & Collaboration

- Stakeholder Management   • Cross-functional Teamwork   • Interpersonal Communication
- Presentation Skills   • Conducting Daily Huddles   • Newsletters   • Knowledge Checks
- Empathy   • Active Listening   • Slack Workflow Utilization

Technical & Analytical

- Web Development Fundamentals: HTML, CSS, JavaScript.
- Advanced Spreadsheet Proficiency: Microsoft Excel, Google Sheets (VLOOKUP, IMPORTRANGE, Pivot Tables, Data Visualization, Traffic-Light Color Coding).
- G-Suite Mastery: Google Docs, Google Slides, Google Forms, Google Drive (for collaborative workflows).
- Salesforce Administration: Creation of Dashboards and Reports in Salesforce for performance tracking and insights.
- Data Analysis & Reporting, Process Documentation, SOP Development, CRM & Ticketing Tools, Problem-Solving, Automation.

EDUCATION

2015 - 2018 Gondwana University	**B.Tech/BE, Computer Science & Engineering** Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc sit amet sem nec risus egestas accumsan. In enim nunc, tincidunt ut quam eget, luctus sollicitudin neque.
2011 - 2015 MSBTE University	**Diploma, Information Technology (Polytechnic)** Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc sit amet sem nec risus egestas accumsan. In enim nunc, tincidunt ut quam eget, luctus sollicitudin neque.

DECLARATION

I do hereby declare that the particulars of information and facts stated herein above are true, correct and complete.

Date:

Place: PRANAY JAISWAL