**Karishma. Shetye**

**C/103 , Shubh Sarita,Near Dhobi Ghat,**

**Shri Krishna Nagar**

**Borivali (E), Mumbai 400 066**

**India.**

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**Career Objectives:**

To work with an organization that stimulates and offers opportunity for Growth and enriches my industry experience and vision.

I am looking for a meaningful and satisfying career in a dynamic organization to become part of a team that emphasizes good management and opportunities for personal excellences.

**Professional Exposure:**

**Prudential Process Management Systems/CAPITA Feb 2005 – Jan 2014**

**Insurance Executive**

Joined as an insurance executive in the Industrial Branch T1 (Voice) team

**Key Responsibilities Feb 2005 to September 2008 :**

Customer Service/ Handling Customer Queries

Training/Assisting New Joiners

Being a part of Launch Pad (New Joinees)

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**Key responsibilities from October 2008 (Promoted As a Process Leader)**

**Performance Management**

* Generating and collating reports of agent’s daily statistics.
* Prepare & maintain various reports like the Quality MI packs, error analysis, monthly call planners, TNA
* Carrying out internal Accuracy and Soft Skills audits to ensure service delivery.
* Providing support on the floor and answering real time complex queries and handling complaint calls.
* Conducting regular Product Knowledge Test for the team to analyze the process gaps and conduct trainings based on the TNA
* Conduct needs assessment for the Team Members through audits and impart regular training, including process, refresher and new joiner programs
* Conducted training for Launch pad agents on the Quality Sheet
* Conduct Process training’s and refresher training’s to ensure that the team meets the process SLA’s.

**Quality Management**:

* Identify, recommend and facilitate the implementation of process improvement initiatives to improve efficiency
* Conducting MSA’s(Measurement of System Analysis) within the Process to ensure that all the Team coaches are calibrated
* Initiate & coordinate process changes required for smooth functioning of the department, as well as keep in mind the customer needs and the regulatory requirements.
* Build Business Process Modules and Process Maps to ensure continuity of business and processes are followed in line with the required standards.
* Audit work streams to ensure compliance with process and quality standards & internal and external regulations

**Operations Management**

* Determining call center operational strategies by conducting needs assessments, performance reviews, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews.

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* Maintaining and improvising call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs

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* Meeting call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
* Successful in achieving organizational goal by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
* Key Behavioral Attributes: Customer Focused, Customer Service oriented, Verbal Communication, Informing Others, Problem Solving, People Skills, Teamwork, People Management, Managing Processes, Emphasizing Excellence

**Key Achievements:**

* Successfully passed Certificate in Financial Planning -1 and Certificate in Financial Administration – Life exams.
* Awarded for the AHT (Average Handling Time) Project in Oct 2009 which is a part of the CCBI (Contact Centre Business Improvement). The overall AHT for the Process was improved by 20 %
* Trainer for Views cast (Customer Satisfaction Survey). Provided soft skills training to agents to enable them to improve views cast scores.
* Been a SPOC for the KM Project (Knowledge Management) in IB Tier 1, which aims at systematizing data and making it easily accessible to everyone who requires it.
* Conducted calibration sessions between Front & Back office areas to ensure smooth functioning between the two teams, as a result reducing unnecessary hand offs and improving productivity
* Traveled to Belfast (UK) for a process migration as a Migration leader for the core team. This also involved monitoring the training progress and update stakeholders on weekly basis & assist teams in resolution of inter-departmental issues to ensure smooth flow of process migrations/
* Part of the Complaints Investigation Team which involved:
* -Validation of Service Complaints and providing feedback to the agent and share learning with the team.

- Validation of One & Done Complaints and categorizing them as per their root cause.

- On the basis of this analysis design a training pack and impart training to reduce the errors.

* Have been a part of the TAC(Technical assistance Centre) line which involves
* Helping agents across the floor and capturing the areas of development and accordingly preparing a TNA(Training Need Analysis)

**A.V. DIAMONDS, HOUSTON, TX.(U.S.A)**

Customer Service Oct 2002 – Dec 2004

**Job Profile**

Organizing interviews

Organizing and attending jewellery shows across the country

Sales manager on floor

**B. S. Jewelers, Mumbai, India**

Customer Service June 1998 – Feb 2002

**Job Profile**

Attending customers

Managing Sales on floor

Attending custom made orders

**Personal Details:**

**Education:**

**B.com – Mumbai University Year 2001**

**Computer Proficiency:**

MS Excel, MS Word, PPT

Linguistic Proficiency:

English, Hindi,

**Date of Birth:**

08th May 1981

**Strengths:**

Strong communication and negotiation skills.

Self-motivated; able to set effective priorities to achieve immediate and long-term goals, ensure smooth work-flow and meet operational deadlines.

Self-developed interpersonal and communications skills, having dealt with a diversity of professionals, clients, and Colleagues.

Self – Discipline. & Ability to handle pressure.

Good team player & Team leader.

Capable of managing multiple tasks in a given environment.

Prefer working as a team and thereby achieving results.

Ability to learn, comprehend and grasp.

Adaptable towards changing environments.

A result oriented & number driven approach.

**Interests:**

Listening to light music, Networking & Socializing, Traveling

**Marital Status**: Married

**Current CTC** : Rs. 450000

**References** : On Demand

Karishma Shetye

Mumbai