**Avinash Shinde** Contact: 8956089860/ avshinde32650@gmail.com

Seeking middle level assignments in process and operations management to deliver the best of my abilities and to pursue a challenging career for the achievement of organizational and personal goals.

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| Profile Summary |

* A competent professional with nearly 11 years of experience in :

#Operations Management

#Performance Management

#Attrition Management

#Client Relationship Management

#Team Management

#Change Management

#Budget Management

* Sufficient experience in managing entire process operations with an aim to accomplish corporate plans & goals successfully
* Expertise in mentoring call taking agents on inbound contact centre.
* Abilities in coordinating with internal/external customers for running successful business operations and experience of implementing procedures and service standards for business excellence.
* Prudent, disciplined & self-motivated with excellent interpersonal, communication & organizational skills with proven abilities in process management and customer relationship management
* Managing BQ performance among leads and action planning towards improvement. Creating scorecards with stack ranking and managing employee development.

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| Core Competencies |

* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Worked with QA/Voice trainers/Mentors.
* Assessing the customer feedback, evaluating areas of improvements and providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices.
* Spearheaded process improvement and Change management initiatives.
* Expertise in handling “On Job Trainees” with mentor reporting, process trainings, batch alignments and assessments.

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| Organizational Experience |

1. WIPRO BPO Pvt.Ltd

Period: 31st July 2007 to 26th May 2008

Designation: Technical Support Office

1. Convergys India Pvt. Ltd.

Period: 6th Feb 2009 to 15th May 2009

Designation: Technical Support Engineer with Microsoft

1. Convergys India Pvt. Ltd.

Period: 4th Sept 2009 to 5th May 2010

Designation: Technical Support Engineer with Microsoft

1. Tech Mahindra Business Services

Period: 2nd June 2010 to 3rd July 2017

Designation: Team Leader

1. Credence Resource Management

Period: 16th August 2017 to 14th Jan 2018

Designation: Team Leader

1. Infosys BPM Limited

Period: 2nd May 2018 to 15th Dec 2018

Designation: Team Leader

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| PROFESSIONAL ENHANCEMENTS |

* **Undergone the following trainings:**
* Mindset to Mentor includes effective coaching and feedback.

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| ACADEMIC DETAILS |

* Bachelor of Computer Science (BCS) from Pune University in 2007
* Diploma In Software Testing from SEED InfoTech Pvt Ltd.

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| NOTABLE ACCOMPLISHMENTS |

* Awarded a trip to Dubai in June – 13
* Top performing advisor award for October and November 2013.
* Most Enjoyable customer experience award for 2013 YTD
* Significant contribution awards for 2014 and 2015 for handling OJT batches.
* Part of a new business of Singtel from Singapore to India.

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| PERSONAL DETAILS |

Current Address: 1, Anushri, Shri Villa Row Housing Complex, Kala Nagar, Vadje Mala, Dindori Road, Nashik 422 004

Languages known: Marathi , Hindi and English