

Nainesh Panchal

Team Leader, Mednautix Outsourcing Pvt. Ltd., Ahmedabad, Gujarat

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Work Profile Summary

My forte is in the Operations (Voice & web based), Business Development, Medical data retrievals, Voice and Web based customer service, managing large sized operations teams comprising both voice and data. With managing large scaled Projects, proven experience in managing manpower resourcing, recruitment, transition and projects

- Operations - Customer Service, Training, Coaching, Team management, Operational deliverables, Queue Management, Staffing, Scheduling, and Shrinkage control.
- Business Development – Resource Management, Process Transition & Set up, Risk Management.
- Project Management – Oversees the planning and implementation of multiple projects, Organizes and guides project operations throughout the course of the project, Build, lead and direct project teams to meet project objectives, Modifies and creates schedules as required, Provides input into staff performance evaluations and objectives, Works with client departments to co-ordinate deliverables and content integration.

EMPLOYMENT FEATURES

**Advantmed India LLP/MedNautix Outsourcing Pvt. Ltd. | Team Leader |
(January 2012 till date)**

- ✓ Leading team for Medical Record Retrieval Process with span of 20+ advisors along with 1 Query Supervisor and 1 Floor Walker. Business caters to large customer base in US by providing excellent customer services to the critical aspect of medical and insurance industry. Team interacts with medical records custodians at Hospitals, clinics and Physician's offices and ensures excellent customer services for timely closures of cumbersome processes for Life Insurance Companies and attorneys.
- ✓ Targets are time bound and team is required to complete the verification, confirmation and retrieval for the patient's records within certain days in order to achieve client SLAs.
- ✓ Awarded top Team Leader for 4 consecutive months just with the span of 6 months in the organization.
- ✓ Have been through various leadership trainings and have also completed Lean Six Sigma Yellow Belt training conducted by certified Six Sigma Master Black Belt & Corporate trainers.
- ✓ Serve as Project Leader for Production Improvement for the process and my key responsibility with this project is to maintain and increase production to have better Queue completion and meet business objectives.

- ✓ Further to this, a key team player and Stakeholder in 2 other projects named: Quality control Project and Reduction of Attrition % project within the campaign.

ROLES AND RESPONSIBILITIES (Team Leader)

- Managing team with over 20+ executives with leadership team of 2.
- Over all Operations and client relationship management.
- Facilitating regular performance reviews with team members in order to manage the performance.
- Responsible for Team's performance & meeting client's SLA. Ensuring regular checks to meet business KRAs at all levels to drive & increase performance.
- Audit the team adherence in order to maintain discipline within the team.
- Supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Managing and driving quality aspects of business by escalation management processes.
- Arrange various trainings for people and skill development.
- Help and support leadership team to enhance people and performance management skills.
- Coordinating with Query supervisors and QC team, analyze Time service report or update SOPs to come up with training agenda and training material.
- Facilitating critical trainings with practical learning approach for product, process & customer service soft skills.
- Cross train team members and create talent pool for future business requirements.
- End to end knowledge of Software & supported applications.
- Take escalations when required.
- Create easy to understand and ready for use demo files, single sheet & SOP details for approval of AM.
- Performance attainment by outlier management, coaching and feedback.
- Conduct individual audits (Recording and Activity) and provide feedback when required. Documentation of feedback to gauge improvement of advisor performance.
- Achieve target Time service of clients assigned.
- Achieve Financial Targets of the team.
- Monitor the daily stats reports and provide daily, weekly and monthly coaching to the reps for product, process and soft skills.
- Manage day to day operations, IT infra availability and reports for smooth functioning of the campaign.
- Maintain low attrition by applying effective and strategic retention efforts.
- Scanning new hires to assign for various processes basis their skill-set, arranging required training.
- Responsible to derive KRAs in line with business key SLAs for fiscal years and also responsible for timely completion of Appraisal & confirmations formalities.
- Initiate employee engagement growth routing plans. Monitor, identify and resolve and document performance/behavior/ attendance issues prevailing in the team motivating the team through one to one/ group discussions & team meetings and ensuring the performance according to planned strategies.
- Encourage creativity, risk taking and constant improvement of advisors.
- Continuous interaction with the client to ensure client specification adherence.

Assigned Project: On Job Training of new hires for smooth transition to main stream

- Identifying new hire skill-set requirements and coordinating with recruitment team for recruited manpower.
- Initiating regular meets with training to focus on new hire attrition and retention plans.
- Scanning new hires and identify SWOT basis their skill-set, arranging required training.
- Facilitating critical trainings with practical learning approach for product, process & customer service soft skills.
- Coached and groomed new agents for the process and once they are able to perform their job properly, they are shifted to the main floor.
- Monitored and improvised monthly reports for OJT batches. SME distribution & manning, SLA reports, coordination with various departments like IT, HR & recruitment, Operations.
- Regular performance reviews with Team Leaders, Operations Manager for OJT glide path target attainments, challenges, accomplishments and road ahead.

White Call Services Pvt. Ltd. (Vodafone) | Customer Service Representative (Premium Segment), Domestic Business | Jan'09 – Jan'12

Leading performer in Vodafone Customer Service Operations. Business caters to large customer base in domestic by provisioning one stop telecom services solutions. To interact via dynamic medium of live Call and provide world class customer service experience. To handle more than one customer via live call.

ROLES AND RESPONSIBILITIES

- Meeting targets of production, AHT, CPH, calls, Quality serving
- Responsible for training new joiners in the process and guide them during their journey to hit operations floor
- Managing real time planning and adherence to leadership tasks
- Ensuring SLA achievements within given timelines adhering to defined quality matrices.
- Attending scheduled trainings and workshops to enhance skill sets
- Motivating the team through one to one/ group discussions & team meetings and ensuring the performance according to Planned Strategies by Team Leader, Assistant Managers, Team Operations Managers.

Dairy Den Ltd | Business Development Manager | (June 2003 till December 2008)

Started with sales executive and was promoted as a business development manager. My prime responsibility was to achieve production, sales target and was also responsible to appoint new dealers, parlors for sales improvement and taking care of the new joiners.

ROLES AND RESPONSIBILITIES (Process Specialist)

- Meeting set targets of production&sales target.
- Support and provide quick resolutions to production team and sales team.
- Provide feedback to sales team and maintain data of sales team.
- Apply the elements of building positive rapport with sales team.
- Other duties as assigned by the Manager/Director from time to time.
- Display Time flexibility towards shifts as per work requirements.

ADDITIONAL SKILLS AND TRAININGS

- Planning & Organization, Flexibility, Time Management, Action & Planning, Communication, Team work & Self confidence
- Trainings –
 - Sales skills
 - Phonetics
 - coaching and feedback on soft skills
 - Accent neutralization
 - Project Management
 - Six Sigma Yellow Belt

EDUCATIONAL QUALIFICATIONS

PERSONAL DETAILS

Date of Birth: October 2nd, 1980

Father's Name: Kanubhai H. Panchal

Status: Married

Address: D/16, Balaji Gold Apartment, Opp. Akshardham Bungalow, Nr. Sarkari tube well, Bopal, Ahmedabad-380058.

Language Known:

	READ	WRITE	SPEAK
English	Expert	Expert	Expert
Hindi	Expert	Intermediate	Expert
Gujarati	Expert	Expert	Expert

REFERENCE: Available on request

Current CTC: Rs. 28817/ pm

Expected CTC: Rs. 35000/pm

Notice Period: 45 Days

Place: Ahmedabad, Gujarat

(Nainesh Panchal)