

Asha K kanojiya

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Work experience: Total 4 years work experience with BPO industry.

Mphasis is a **SEI CMMi Level 5 & ISO 9001:2000 and BS 7799 certified**. Mphasis is a global IT and BPO services company, I have been working with the Mphasis from past 48 months, The Mphasis is handling the process of Airtel and many other corporate, besides it also known as an IT company also.

Organization	Mphasis an HP company: JUNE 2010 till date (Mphasis Baroda)
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Designation: **1) Asst. UNIT Manager – (QRC Process) (Dec'13 to till Date – Vadodara Mphasis)**

Job responsibilities: -

1. Ability to perform analysis of qualitative, Quantitative & Training data
2. Good Communication skills (English/Hindi/Guj), the role would require to interact with the client,
3. Good MS office skills (Excel, word and PowerPoint)
4. Responsible for Operational & Qualitative KPI for the process
5. Creating scorecards for Operations of SME's
6. Creating necessary action plans and driving actions to closure whenever required
7. Ability to lead & motivate employees towards excellence.
8. Strong client management and people management skills

Initiative: -

1. Run the Bottom Quartile Management Process to Improve the process,
2. Run the Campion to Reduce the Repeat in Airtel Mobility,

Designation: **2) Senior Officer Process Training – (Trainer) Airtel Prepaid,Postpaid,QRC. (Sep'12 to Dec'13) (12 Months -Vadodara)**

Job responsibilities: -

1. Being a bridge between Executives and higher management.
2. Providing a guidance of newly joined executives.
3. Training the new Joinees on Product, Process as well as on soft skills.
4. Analysis of training content

Initiative: -

1. Certified as a Trainer by Airtel Bharti(4.9/5)
2. Start the program like learn with fun campaign at training to make training more effective
3. In 12 Months get 7 Best Trainer Award
4. Help Mphasis Dombivli Center for setting UP new Business Namely Mumbai Postpaid

Designation: 3) As a Senior Customer Care Executivel Postpaid (Feb'11 to Sep'12)

Job responsibilities: -

- 1 Daily analysis of the best performers and circulation of report, highlighting the key areas affecting the performance in the call center.
 - 2 Analysis of Customer satisfaction Index.
 - 3 Handholding and feedback for low performers.
 - 4 Providing inputs for trainings.
- Responsible for Evaluating and monitoring calls

Designation: Customer Care executive – Airtel prepaid (Jun '10 to Feb'11) (12 months - Ahmedabad)

Job responsibilities: -

- 1 Attending Prepaid calls from all over Gujarat for their complaint/queries.
- 2 Ensuring 100% First time resolution to the Customers.
- 3 Resolutions to Customer Escalated Cases

Achievements:

- 1 Has been awarded with the **Best Trainer – 7 times** in Msource (India) Pvt. Ltd (Mphasis an HP company)

Educational Qualifications

- 2 Passed P.G.D.H.R.D with 70% Distinction from M.S.University in MAY –2011.
- 3 Passed T.Y B.A with 69.22% First Class from M.S.University in March / April –2010.
- 4 Passed H.S.C. With 76.43% from Gujarat. H.S.C Board in March – 2007.
- 5 Passed S.S.C. with 66.29.% from Gujarat. S.S.C. Board in March – 2005.

Personal Details

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| 6 | Date of Birth | : | 13th Dec 1990 |
| 7 | Nationality | : | Indian |
| 8 | Sex | : | Female |
| 9 | Language know | : | English, Hindi & Gujarati |
| 10 | Marital status | : | Unmarried |
| 11 | Address for correspondence | : | 99- Jadav Park So-1
Abhilasha Char Rasta
New Sama Road
Vadodara-390002 |

Place: Vadodara

(Asha Kanojiya)

