

Aparna Baidya

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DOB: 20th December 1983

Address: I-102, Laxmi Nagar, Delhi

- ✦ An incisive professional with 15 + years of experience in Operations, Customer Service with **GREEN & BLACK BELT certification.**
- ✦ Currently associated with **JUST DIAL, Noida as a Deputy Manager (Customer Service Operations).**
- ✦ An executor with sufficient experience in managing service operations with an aim to accomplish corporate plans & goals successfully.
- ✦ Resourceful at maintaining relationships with clients to achieve quality product and service norms by resolving their service related critical issues.
- ✦ Capabilities in coordinating with clients for running successful business operations and experience of implementing procedures and service standards for business excellence.
- ✦ An effective communicator with good relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities. Possess a flexible & detail oriented attitude.

Professional Experience

Company: JUST DIAL, NOIDA

Job Profile: Deputy Manager (Customer Service Operations) (April, 2017- Cont.)

Roles & Responsibilities:

- Responsible of Operation daily performance, coordination with other department (WFM, Quality, Training and other departments). Overseeing customer service and ensuring our operations run smoothly.
- Manage and improve center performance through performance monitoring, problem resolution, system audits and quality assurance measures.
- Managing & monitoring the performance of Teams, maintaining Shift Statistics to ensure efficiency in process operations and meeting of individual & Team objectives.
- Manage inbound site operations to ensure that the operations staff executes service agreements and deliver above the customer's/clients standards.

Company: JUST DIAL, KOLKATA

Job Profile: Assistant Service Manager (Nov, 2015- Mar 2017.)

Roles & Responsibilities:

- Voice Operation Process head for Just Dial Kolkata west India region.
- Accountable to Operation daily performance, synchronization with other department (WFM, Quality, Training).
- Supervision & checking the performance of Teams, maintaining Shift and staff to ensure productivity in process and meeting of individual & group targets.
- Determining training needs of employees and conducting suitable training programs to enhance their operational efficiency leading to increase productivity.
- Motivate staff and develop effective working relationships with peers, executives and clients. Personally coach, train and mentor direct subordinates.

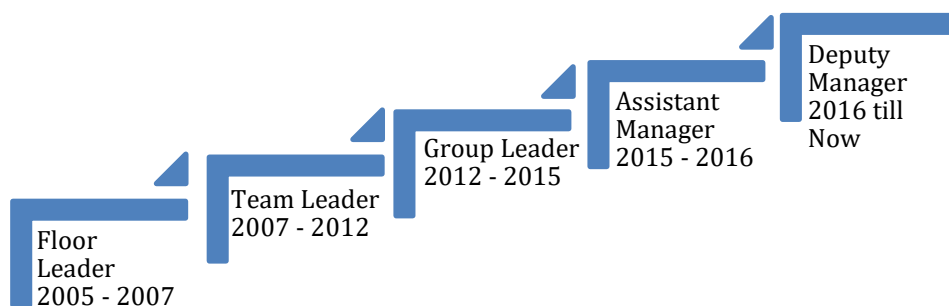
- To make necessary changes in staffing based on day of week, Call volume and other anticipated events.
- Identifying capacity limitations & bottlenecks and process problems and bringing about improvements in the same.

Company: JUST DIAL, NOIDA

Job Profile: Group Leader. (July, 2012-Nov, 2015)

Operations Management

- Directly accountable for managing teams up to 150 associates and 5 TLs.
- Interacting with Support functions for staffing & scheduling requirements, performance reporting.
- Managing Team and span performance, coordination with MIS and WFM Team for staffing and real time issues.
- Resolving customer queries by handling inbound calls and Email.
- Team Motivation and conducting education learning sessions for all down the lines.
- **Also did supervision as a Floor Leader for 2 years.**



Company: JUST DIAL, NOIDA

Job profile: Team Leader (2007 to 2012)

Roles & Responsibilities:

- Training and grooming new employees by giving them a glance of actual work process and also helping them in providing an excellent customer experience and service.
- Providing the team company's vision and the objectives of all projects.
- Handling customer complaints and providing best solutions to their quandary.
- Awarded as Top performer in achieving target assigned.
- Awarded for highest productivity and won several rewards announced by the Operations.

Company: JUST DIAL, NOIDA

Job Profile: Process Associate / INBOUND, (SEP 2003 – MAR 2005)

Roles & Responsibilities:

- Provide information and required assistance to the customers.
- Resolve customer complaints and queries.
- Groom new entrants by providing call handling sessions.

Academics:

MBA from Amity University, Noida in Operation management.

BBA from Hamdard University, Delhi.

Computer Skills

- Operating Systems : Windows (Win 7, 8, 10) and MS DOS
- Packages : MS Office (2010, 2013)

Place: Name & Signature Date: