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| SATISH I. SOLANKI Flat no.204, 2nd Floor, Royal Enclave CHS, Mira Gaon,  MIDC Road, Mira Road East, Thane – 401107.  Mobile: 9870 661 206  [solankisatish07@gmail.com](mailto:solankisatish07@gmail.com) | |
| career objective | |
|  | * To work in a challenging atmosphere that provides ample opportunity for learning and growth where I can put my optimum effort for the accomplishment of the tasks assigned. * To learn effectively and consummate the knowledge I have gained along with skills; thus enhancing my career growth, my expertise, and benefiting the organization in the process. |
| professional experience | |

Synopsis:

Over 12 years of experience in Customer Service (Call-Centre) industry with a strong background in mortgage and insurance service industry. Expertise in training development, New Hire training and helping the teams and the process achieve Quality scores as per client set KPI.

**Current – Transworld Solutions India (Altisource Business Solutions Pvt Ltd)**

Total Experience – August 2009 to till date

* Team Leader - June 2021 to till date
* Floor Leader - March 2015 to September 2021
* Senior Associate {QA} - September 2014 to February 2015
* Associate/Sr. Associate - August 2009 to August 2014

In my professional tenure, I grew up the ladder from an associate to a Senior Associate, senior associate to QA, From QA to Floor Lead and then as Team lead.

Current position: Team Lead (Operations – Non Voice)

Duration: October 2021 to till date

Team Strength: 35-40 FTE (Full time employees)

Description: As a Team leader, I headed non-voice functions wherein in I was responsible for overseeing the overall inflow for the process, delegating work to the team members, making a plan to ensure the targets are met consistently, Motivating the team members to maintain high morale. Maintaining the production and other important reports of the team performance effectively.

Responsibilities:

* Ensuring that the team meets and exceeds the client standards for production and accuracy on a consistent basis
* Monitoring workflow and delegate work accordingly to meet the compliance requirements of the client
* Co-ordinating effectively with the floor leaders for management of the overall team quality
* Identifying and mentor/coach non-performers in the team
* Should ‘Pitch in’ to the team’s production as per situational demand
* Taking regular team huddle/meet to identify any communication gap/ process update requirements
* Formulating plans/ practices that enables the team to maximize their output in terms of productivity and accuracy
* Tracking the process for workflow, team performance, deployment of resources and capacity planning.

Position: Floor Lead (Operations – Non Voice)

Duration: March 2015 to September 2021

Position: Floor Leader (Supervisor) –Non Voice functions

Team Strength: 35-40 FTE (Full time employees)

Description: As a floor leader, I headed non-voice functions wherein in I was responsible for overseeing the overall quality for the process, imparting new process updates, co-ordination with the client for process improvement. Training new hires and delivering them as per the timelines. In addition, I was given the opportunity to handle the team in the absence of the Team Lead.

Responsibilities:

* Ensuring overall process quality is in lines with the client SLA
* Training new hires and bringing them up the ramp-up targets
* Providing Coaching/Feedback/Mentoring agents who are below the benchmark
* Conducting the process test on timely basis to check process knowledge of team
* Communicate with the client for process updates/clarifications to streamline the process.
* Conduct Internal audits for the team and share real time feedback
* Motivating the team consistently
* Timely submission of the reports as per the operations requirements
* Process Improvement
* Assisting team members for their floor process queries.
* Effectively handled the team in the absence of a team lead.

Duration: September 2014 to February 2015

Position: Senior Associate (Quality Control) –Non Voice functions

Roles & Responsibilities

* Auditing Hazard Insurance documents
* Marking the errors with parameter set by the clients
* Analyzing the Errors trend committed in documents
* Review the errors and providing feedback/solution to reduce the error
* Always over exceeded the HRD’s of the process consistently

Duration: August 2009 to August 2014

Position: Associate/Sr. Associate –Non Voice function (Verification and processing)

Responsibilities:

* Processing Hazard Insurance documents
* Ensuring the Client SLA’s are been met consistently.
* Working in the best interest of the team & organization.
* Always over exceeded the HRD’s of the process consistently.
* Achieved Weekly & Monthly certificates for the outstanding performance.

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| Certified COURSES |

* Microsoft Project in Project Planning & Management from CADD centre
* Project Planning & Management concept From CADD centre

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| Acadamic details |

* Completed SSC in the year 2004 from Maharashtra board with First Class (62%)
* Completed HSC in the year 2006 from Maharashtra board with First Class (70%)
* Completed B.com in the year 2009 from Mumbai University with First Class (69%)
* Completed M.com in the year 2011 from Mumbai University with Pass Class (57%)

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| Personal information |

* Date of Birth December 14, 1988
* Marital Status Single
* Highest Qualification B.Com
* Gender Male
* Language Known English, Hindi Gujarati & Marathi
* Hobbies Listening to Music & Sports