**Vaibhav Mishra**

* Email:- vdmishra97@gmail.com
* Mobile: 9662142171

**OBJECTIVE:-**

“To become the key personnel of an esteemed organization and get full satisfaction out of the  job using my knowledge and skills at its potential in a challenging and creative environment to  achieve personal & organizational goals.”

**Experience:-**

**Team Coach Quality**

**ActionEdge Research Services LLP (Sep 2022 – Current)**

* Analyze individual and team performance data to identify trends and areas for improvement.
* Conduct coaching sessions to address areas of improvement and reinforce positive behaviors.
* Examine the root causes of quality issues and collaborate with relevant teams to implement corrective actions.
* Provide constructive and timely feedback to team members based on quality monitoring results.
* Track and analyze key performance indicators (KPIs) related to call quality and customer satisfaction.

**Quality Analyst**

**ActionEdge Research Services LLP (Sep 2021 – Sep 2022)**

* Monitor and evaluate calls made by Senior Researchers for adherence to scripts, policies, and quality standards.
* Identify areas for improvement in customer interactions and provide constructive feedback to the agents.
* Provide feedback to customer service representatives based on call evaluations.
* Analyze Client feedback, surveys, and comments to identify trends and areas for improvement.
* Collaborate with team leaders and trainers to implement changes and updates to procedures.
* Collaborate with other departments, such as training, operations, and management, to address and resolve quality-related issues.
* Work closely with training teams to ensure alignment with quality standards

**Research Executive**

**Infoanalytica Consulting Pvt Ltd. (May 2019 – Sep 2021)**

* Whitepaper Syndication.
* Cold calling in different projects based on the client requirements.

**Process Executive**

**aMarketforce (June 2017 – May 2019)**

* Data Research and development from internet and other trustable sources
* B2B Lead Generation
* Providing accurate data
* Whitepaper Syndication

**P E R S O N A L I N F O -**

* **Language Known -**

English, Hindi & Gujarati

* **Date of Birth** –

03/11/1993

* **Marital Status** –

Married

* **Education –**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of School/Institution** | **Degree** | **Percentage** | **Year** |
| M.G.Science (B.sc) | S.Y | - | 2012-13 |
| New Samarath English School (GSHSEB) | 12th | 49.56% | 2010-11 |
| Don Bosco English School (GSHSEB) | 10TH | 64.91% | 2008-09 |

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