

Pawan Chhabria

Ahmedabad, Gujarat, India



pawan.chhabria@gmail.com



9099002365



[linkedin.com/in/pawan-chhabria](https://www.linkedin.com/in/pawan-chhabria)

Summary

- A Lean Six Sigma Green Belt Certified professional with 18+ years of experience in customer support handling large teams and clients in the fields of Healthcare Back Office Services, Banking, E-commerce, Online Travel, & Digital Marketing
- Managed Multiple International Clients & A Leading Indian Client
- Expertise in Services, Operations, Sales & Compliance Audit areas of the business
- Experience in handling chat, email, calling, and back-office channels

Experience



Sr. Manager, Service Delivery

TTEC

Aug 2016 - Present (6 years 1 month +)

- Currently handling a Fortune 100 client where my team performs compliance audit of sales team members to make sure integrity is maintained by them during interaction with customers (May 2021 to Present)
- Managed back office team for the largest health insurance provider in the US (Jul 2019 to Apr 2021)
- Received certificate of appreciation for being a panelist for selection of future Service Delivery Managers - Jun 2021
- Nominated for Best Employee of the year – Aug 2017
- Managed large teams and client in the field of online travel - (Aug 2016 to Jul 2019)



Manager, Operations

Motif, Inc.

May 2015 - Jul 2016 (1 year 3 months)

Handled large teams which worked on back office data processing for one of the top online travel companies of India



Assistant Manager, Operations

Motif, Inc.

Aug 2012 - Apr 2015 (2 years 9 months)

- Got "Employee of the year" award in Aug'12
- Awarded as "Most approachable person in operations department" in Nov'12 & Nov'13



Supervisor, Operations

Motif, Inc.

Feb 2011 - Jul 2012 (1 year 6 months)

Supervision of team working for one of the top online travel portals of India



Team Leader, Operations

Motif, Inc.

Aug 2008 - Jan 2011 (2 years 6 months)

- Handled a team which used to take care of fraud prevention for one of a big international online auction clients
- Went to Singapore & Malaysia (FAM trip) fully sponsored by the client – Jun'10
- Got Certificate of Appreciation for Excellence in Customer Support – Oct'10
- Got Certificate of Appreciation for Excellence in Customer Support – Oct'09



CCR/Sr. CCR/Process Specialist

Motif, Inc.

Feb 2004 - Jul 2008 (4 years 6 months)

Worked on back office processes handling emails, chats, and back office work. Got promoted to Sr. CCR from CCR and process specialist from Sr. CCR.

Got below accolades during this period:

- Award for Best Trainee – Dec'06
- Best Performance Award –JFM Quarter'06
- Top Performer Award – Jan'06
- Top Performer Award – Jun'05
- Top Performer Award – Dec'04
- Top Performer Award – Oct'04
- Top Performer Award – Sep'04

Education



Som Lalit College of Education

Bachelor of computer applications, Computer Programming/Programmer, General
2000 - 2003

Passed BCA from Som-Lalit college with 91% marks



Firdaus Amrut School

High Secondary Certificate (HSC), Statistics

1998 - 2000

Passed HSC from Firdaus Amrut School with 80% marks



KGK English School

SSC

Passed SSC from Kishore School with 70% marks

Licenses & Certifications



The Fundamentals of Digital Marketing - Google Certified Digital Marketing Course

UMC RQ8 JPY



Lean Six Sigma White Belt Certification - Aveta Business Institute

UMC RQ8 JPY



Lean Six Sigma Yellow Belt Certification - 6sigmastudy - The global certification

body for six sigma certifications

835408



Digital Skills: Web Analytics - FutureLearn

bz98dkk



Digital Skills: Artificial Intelligence - FutureLearn

p5cxujn



Digital Skills: Digital Marketing - FutureLearn

q5hsjiw



Business Analytics with Excel - Simplilearn

3079863



Computer Programming for Everyone - FutureLearn

hb0z1gt



Digital Skills: Social Media - FutureLearn

qrlvqzo



Digital Skills: User Experience - FutureLearn

n4ccgx1



Digital Skills: Digital Skills for Work & Life - FutureLearn

016h6xv



Essential Skills For Your Career Development - FutureLearn

jyo1seb



Advanced Search Engine Optimization - Simplilearn

3284478



Lean Six Sigma Green Belt Certification - TTEC

Skills

Process Improvement • Team Management • Operations Management • CRM • Performance Management • Business Development • Vendor Management • Customer Service • Business Process Improvement • Recruiting

Honors & Awards



Employee Of The Year - Motif India Infotech Pvt. Ltd.

Aug 2012



Most Approachable Person - Operations Department - Motif India Infotech Pvt. Ltd.

Nov 2012



Most Approachable Person - Operations Department - Motif India Infotech Pvt. Ltd.

Nov 2013



Monthly Top Performer Award - Motif India Infotech Pvt. Ltd.

Sep 2004



Monthly Top Performer Award - Motif India Infotech Pvt. Ltd.

Oct 2004



Monthly Top Performer Award - Motif India Infotech Pvt. Ltd.

Dec 2004



Monthly Top Performer Award - Motif India Infotech Pvt. Ltd.

Jun 2005



Monthly Top Performer Award - Motif India Infotech Pvt. Ltd.

Jan 2006



Quarterly Best Performer Award - Motif India Infotech Pvt. Ltd.

Apr 2006



Best Trainee Award - Motif India Infotech Pvt. Ltd.

Dec 2006