

Targeting assignments in Admin. Management, Quality Management and Operations in BPO as Operations or Project Manager, preferably in Pune and Mumbai.

## CONTACT DETAILS

📍 Ahmedabad  
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## EDUCATION

- ❖ MBA in HR and Marketing from National School of Business Management, Bangalore in 2017
- ❖ B.A. Hons. from Mumbai University, Mumbai in 2015

## SOFT SKILLS

- Change Agent
- Collaborator
- Communicator
- Innovator
- Planner
- Thinker

## CORE COMPETENCIES

- Project Management
- Quality & Risk Management
- Resource Management
- Escalation Management
- Relationship Management
- Audit & Compliance

# RITESH RAMCHANDRA SHINDE

## PROJECT MANAGER/BRANCH HEAD

### PROFILE SUMMARY

- **Project Manager offering 7.5 years of experience in Admin. Management, Daily Productivity, Quality Management, Review Meetings and Operations in BPO**
- Experience in managing overall functioning of processes & implementing processes in line with guidelines
- Proven capability in setting up and rolling out successful programs, overachieving expectations and exceeding all set goals
- Proficiency in managing & leading teams for running successful process operations and experience of developing procedures, service standards for business excellence
- Competent in assessing and implementing effective CRM solutions to enhance customer contentment and loyalty
- Expert in identifying customer base, enhancing customer experience, building rapport with customers to ensure profitable operations
- Knowledge in controlling dialers, other CRM software for the processes assigned
- Performed activities in coordination with external and internal departments for smooth business operations

### WORK EXPERIENCE

#### April'22-Present | Edutest Solutions Pvt Ltd, Ahmedabad

- Manager Pre-Sales & Marketing
- Ensuring that the existing clients are taken care of so that repetitive business is acquired
- Liaising with clients to ensure there are no outstanding invoices and all the payments are made on time
- Chasing clients for Earnest Money Deposit paid during tender filing process
- Travelling across India to meet the clients face to face and build a rapport with them making them feel comfortable enough
- Liaising with different teams like Project Management, Accounts, Tender Team, Pre-Sales and Sales Team, Operations team to acquiring the desired data for sending relevant reports to the Management
- Being an important of the management team and ensuring all the projects are well executed and all the payments are made on time

#### Dec'20- April'22 | Zobone International Outsourcing Pvt. Ltd., Ahmedabad Project Manager

##### Responsibilities:

- Setting up targets, SOP & SLA and maintaining CTQ (Critical to Quality) / CTP (Critical to Process) targets
- Designing dashboards for operations; monitoring resolution closures and case aging to ensure timely resolution
- Mapping business requirements and coordinating in developing and implementing processes in line with guidelines
- Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
- Conducting internal process audits & process reviews for ensuring strict adherence to the process parameters/ systems as per defined guidelines
- Identifying and implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members

## CERTIFICATION COURSE



Certification Course in Japanese, appeared from Government of Japan, at Shivaji University, Kolhapur

## PERSONAL DETAILS

Date of Birth: 9<sup>th</sup> September 1991  
Languages Known: English, Hindi and Marathi  
Address: A-104, Landmark Lotus, Opposite to Diwali Homes, Near Sneha Plaza, IOC Road 2, Chandkheda, Ahmedabad- 382424

- Recruiting teams and determining training needs of employees to enhance their operational efficiency leading to increased productivity
- Resolving any systems issues that any team members face during regular operation hours; setting up systems for new hires
- Addressing escalations from team members for any technical/ non-technical issues
- Organizing on Job Training for the new hires and assisting/ grooming them into the culture and best practices which will help them with their future tenure in the company

### **Jun'19-May'20 | Unified Brainz Virtuoso Pvt. Ltd., Ahmedabad**

#### **Project Officer**

##### **Responsibilities:**

- Facilitated Business Development and managed clients, on-boarded new clients, built rapport, sold services and maintained professional relationships which benefit the business
- Worked on lead generation from different social media platforms and through cold calling
- Managed successful execution of projects on a quarterly basis
- Worked on entire sales cycles from lead generation, sourcing and closing

### **Feb'17- Mar'19 | TTec, Ahmedabad**

#### **Team Leader**

##### **Responsibilities:**

- Worked for a pilot process for one of the top travel companies in India which targeted mainly the South East Asian Holiday vacations
- Assisted in set-up processes and procedures to ensure the process runs smooth with 100% quality
- Managed customer escalations, interacted with the clients for on-ground escalations, liaised with the Client Escalations Department to ensure smoother and swift resolution to customers
- Organized regular sessions to observe individual performance and provided honest feedback through one
- Persistently challenged the team to set a higher standard and drove continuous improvement to build talent pipeline by identifying staff with high potential for succession
- Encouraged team members to own first resolution of service issues and provide the vital coaching; drove risk-taking and empowerment within the agreed process and standards to customer needs
- Examined metrics and any issues that could affect achievement of service levels immediately
- Analyzed performance management data, and identified opportunities to further drive card member satisfaction, collection metrics, service levels, average time, profitability and schedule adherence
- Initiated process improvements by identifying service delivery gaps, offered solutions and implemented ideas to enhance American Express products and services
- Investigated skills and identified individual strengths and opportunities to develop action plans
- Planned and prepared for daily coaching activities to develop and motivate individuals
- Communicated the current state of the business regularly and helped team to understand departmental priorities and the impact of these on their role
- Led operations of the team, maintained SLAs at all time, managed breaks and attendance of the team to ensure 100% compliance to SLA

### **Feb'15-Feb'17 | Motifs India Infotech, Ahmedabad**

#### **Customer Support Executive**

##### **Responsibilities:**

- Supervised UK customers via chat and email support

- Dealt with customer escalations and resolved customer issues
- Ensured that the monthly and quarterly quality targets are met with 90% compliance and an average AHT within 7 minutes, 97% and above of NPS