**Sneha Shah**

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***ASSISTANT MANAGER – Operations Management & Business Intelligence (PAN India) 12 Years’ 5 months Experience into Operations***

***Operations/Business Intelligence/ Service & Operational Excellence / Training***

**PROFILE**

Monitoring People and process efficiency through various business analysis and sharing process improvement plans with Management & implementation. Successful & self-starting background as an internal auditor, Process Advocate & Validation specialist in Branch operations, quality compliance, Member relations processes, & training program implementation in timeline driven work environment. High capacity leadership experience for multi-project management, internal process audits, external audit handling, Root cause Analysis, Process Suspects Identification & closure , strategic planning , trainings, employee engagement , SOP revisions ,Establishing Quality festivals for Quality tools awareness and use by employees , Process mapping by initialing DWM dashboards for Member Relations Team

* Recognized for process check & revision , service Excellence , risk mitigation and lapse reduction in Branch Member relations operations
* High caliber leadership experience in multi project management , strategic planning , stakeholder relations & process document generation
* Proficient as self-initializing Manager in all aspects of Member Relations process right from conception , issue discussion, brainstorming , workflow planning and Branch Manager as well as executive relationship building
* Expertise in the administration of complex process improvement projects getting mutual agreement from top management , stake holders , key decision makers & professional on job staff
* Root cause Analysis of audit samples, VOC & Process suspect Identification ensuring end to end closure to avoid recurrence
* Self-motivated to over achieve the targets , surpass top quality standards , streamline daily operations and meet strategic metrics within defined timelines

**AREAS OF EXPERTISE**

Service Delivery**•** Business Analysis**•**  Six Sigma **•** FMEA **•** Root Cause Analysis **•** Process Suspect Identification **•** InternalProcess Audits **•** Performance metrics **•** Strategic Planning **•** Relationship Building **•** Cost/Benefit Analysis **•** Process Change Management **•** Process Validation **•** ISO Compliance **•** Quality Systems **•** Quality Analysis **•** Business Output Enhancement Analysis **•** Quality Festivals for Quality Awareness **•**Project Management **•** Process Revision **•** SOP Creation **•** Regulatory Compliance **•** Online Training Modules **•** Training Programmes **•** Online Quiz

**PROFESSIONAL EXPERIENCE**

***Mahindra Holidays & Resorts India Ltd*** *Dec 2005 – Present*

**Assistant Manager – Business Intelligence - Operations Member Relations (Service & Operational Excellence)** handling Business Intelligence , Analysis & Training – (Pan India since Apr ’16 / West & South since Apr ‘2010-Mar ’16)

* Business Analysis 🡪 Monitoring, analyzing and reviewing Cancellation and daily Interaction management process for Member Relations Department for South and West Zone. Daily Work Management analysis for PAN India for MR team and providing guidelines , process revisions and monitoring mechanism to enhance service delivery & member engagement/delight
* Internal Audit 🡪 Conducting internal audits for ISO compliance check for WEST zone as well as branches across India.
* Audit handling 🡪 Handling external statutory and ISO audits conducted at branch
* SOP Revision & Reviews 🡪 Constant study of member satisfaction basis current company processes. Recommend & Revise the Standard Operating Processes (MRD Department being ISO 9001-2008 certified) from time to time to enhance Member Delight & Better Service Delivery to members & also employee satisfaction.
* Process improvement projects 🡪 Identify process gaps and initiate project for process improvement and monitor process revision impact
* Create Quality awareness & Drive Quality 🡪 Create Quality awareness in the Team by involving Team into various Quality initiatives / projects / Kaizens / Fishbone analysis
* Drive Process Suspect closures 🡪 Drive end to end suspect closure identified during audits and daily interaction handling through logical process revisions and automations
* Root Cause Analysis 🡪 Regular audits and study of transactions & calls made by executives to analyze Positive aspects to be replicated by other individuals/Teams and also share Scope for Improvement for us to enhance Service excellence. Thereby, enhancing individual performance & motivation level too.
* Prepare online training modules for ready reference
* Zonal Trainer 🡪Conducting Product, Process & System Training for member relations & sales personnel .Induction Training for new recruits and conducting refresher training programmes for existing team so as to achieve service excellence.
* Train the trainers 🡪 Training new batch of trainers across India
* Management Dashboards 🡪 Sharing Management dashboards on regular basis with Management & branches (PAN India) to track Team performance for every process & Overall MTD/YTD Scores & also to focus on areas of shortfall.
* Member Experience Anthology 🡪 Maintaining YTD records for MEA i.e. Dipstick of dissatisfied members is shared with the Team to understand limitations in terms of Process, Product & Personnel & implement mitigations like Process revision, Identify Training needs

**Senior executive - Member Relations Department**  (Dec 2005 – March 2010)

* Query resolution 🡪 Handling member requests , complaints and solving the same
* Member meet 🡪 Conducting member meets and focusing on member delight activities implementation.
* Handling physical gifts dispatch for eligible members and maintenance of stock at branch
* Account concerns 🡪 Resolution of payment and other concerns or issues towards time share membership
* Member retention 🡪 Retaining the members planning to move out of system
* Product demonstration 🡪 Product explanation and demonstration to the customers
* Dealer query resolution 🡪 Handling queries and concerns for Gujarat business partners

***TATA Teleservices Limited.*** *Jan 2004 to Dec 2005*

**Non-technical department [Team leader]**

* Handling back end complaints and getting cases resolved within SLA
* Preparation of daily MIS reports of varied complaints
* Handling Dealer related complaints
* Providing feedbacks of complaint resolution to customers
* Restoring the barred customers till the resolution of complaint
* Taking care of collection related complaints (Gujarat), ensuring proper updation in system and timely restoration of services in system.
* Coordinating with Finance Dept , different Franchises and collection agencies ensuring timely payment updation in system.
* Analysis for complaint reduction.
* Taking care of Customer satisfaction

# Departmental Trainer

* Preparing training manual
* Preparing Handset Manuals of various handsets provided to customers
* Discussion of barred customers with the back end team and helping in stream lining in the processes

**Postpaid Call centre [Team leader]**

* Handling escalated cases for customers
* Resolution of customer queries and complaints
* Guiding customer care executives for handling complaints.
* Conducting training programmes for product knowledge development
* Discussion of complaint resolution in better way with concerned departments.
* Handling Public office complaints.

**EDUCATION**

* Bachelor of Commerce, Gujarat University [L.J Commerce college-Apr 04]

**ADDITIONAL SKILLS & CERTIFICATIONS**

* Six sigma green belt certification
* FMEA certification
* Best personnel - Support function Award
* National Best MRD trainer award (2009-2010)
* Recognitions for exemplified team work and seamless functioning
* Recognition for best training feedbacks PAN India
* Fluency in English , Hindi & Gujarati