Snehal Trivedi

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**Career Objectives:**

To lead by example and improve organisation’s work efficiency by planning effective strategies for quality control and Quality assurance.

**Core Qualifications:**

* Strong data analysis, interpretation, and problem-solving skills.
* Willingness to accept challenges along with the ability to work under pressure.
* Ability to develop quality assessment strategies and plans and implement them successfully
* Remarkable attention to detail, communication, and leadership skills

**Work Experience:**

**Executive Assistant**

**EgonZehnder**

**Apr 2023 – Till present**

* **Supporting the Assignment Process & Documentation**
* Arranging client (CXOs) and candidate meetings
* Requesting, coordinating and scheduling meetings / presentations with client offices
* Coordinating with candidates for Travel arrangement, Helping ensure the necessary documentation / paperwork is in order, Co-ordination and follow-up.
* Preparing client ready documents (assignment related and or lead related)
* **Database Management:**
* Adhering to protocols and processes related to EZ proprietary Database.
* Update the database with accurate and timely information.
* **Project Management:**
* Serve as client and candidate liaison assisting consultant in maintenance of daily search activities.
* Provide ongoing project management assistance in complex and confidential assignments.
* Works closely and effectively with Consultant and Research to ensure deadlines are met and client and candidate needs are served.
* Ensure that global database is up-to-date and accurate.
* Builds positive relationships and interfaces with high-level executive candidates involved in highly confidential projects.
* Assists accounting department with invoicing to clients.

**Quality Manager for Tata Neu**

**Tata Consultancy Services**

**May 2022-Apr 2023**

* Work closely with Operations to identify opportunities and track improvement on Quality performance & also identify training need gaps.
* Work with Training/QA team and deploy initiatives to drive C-Sat, Quality and Customer Experience
* Maintain internal training & quality related MIS/Dashboard/trackers.
* Analyse daily performance indicators and encourage awareness and performance improvements through weekly/ monthly performance reports.
* Weekly audit completion status and Quality Dashboards shared as per the internal and external agreement.
* Critical (Non-Compliant) error documents including the RCA are maintained and submitted to clients as per agreement.
* CAPA documents maintained for top errors identified for the unit.
* Conduct weekly calibrations with QA to reduce variance.
* Scorecard preparation/updates to match client SLAs.
* Timely closure of appraisals & provide leadership, guidance to Quality Analysts and feedback on individual performance.
* RTR – Ensures the audits completed by the QA team are re-audited as per the agreement.
* Weekly review with QA team on Site Performance and Bottom Quartile performance.
* Briefing trackers sent to client for approval on monthly basis.
* Updating QCP document with any changes requested by the client or internal stakeholders.
* Updating and maintaining SOPs with version control as and when changes performed
* Participate in various projects and continuous process improvement activities.

Achievements:

Best manager for bringing maximum improvement in the customer experience scores in Q3-2022

**Assistant Manager for O2 Call & Webchat Quality**

**Capita Services Pvt. Ltd.**

**November 2018 – April 2022**

* Responsible for process transition from UK to India
* Manage a team of Quality analysts responsible for maintaining quality standards and compliance through audit checks.
* Communication with Onshore clients to check for quality expectations and liaise with Operations team to deliver the expected targets.
* Conduct checks the checker audits for the analysts and call calibration to improve their accuracy scores for the audits conducted.
* Managing disputes raised for the analysts’ audits.
* Ensuring 100% target completion by SMART action plan
* Making Monthly service review decks and present it to the clients.
* Help the analysts in self development and managing the competencies.
* Responsible for Cross skilling analysts into different skill sets for better utilisation of resources.
* Conduct performance gap analysis basis the past performance and recommendations offered for improvement.
* Review QMFs and SOPs
* Help the Operations team to meet their KRA targets.

Achievements:

* Part of the UK transition team to bring the process from UK to India
* 100% successful transition and clearance results of the Quality Analysts in the first attempt
* Appreciation from the Team Operations, clients and onshore stake holders on effective communication and resource development

**Quality Leader for Customer Sales, Retention & Collections**

**Tech Mahindra Business Services Pvt. Ltd.**

**September 2011 – October 2018**

* Drive Quality Initiatives (OSAT & NPS) along with Commercial targets for a Skill set through effective Call Monitoring & email feedback.
* Conduct Transaction Quality Audit to improve Sales Ability, meet Commercial and Customer experience target along with Compliance.
* Publish Weekly Reports and Monthly packs to provide insights and inputs to internal stakeholders to increase profitability and meet targets.
* Analyse historical data to make forecasts and use that for planning to prepare on-going improvement strategies to improve performance.
* Conduct Error Analysis and provide feedbacks and suggestions to Training/Operations team for improvement.
* Create an Action Plan with ensuring 100% implementation in achieving set targets.
* Communication with Onshore clients to check for quality expectations and improvement strategies are agreed upon.
* Conduct Management call Listening and calibration sessions to improve advisor and skill set performance, conduct reviews to understand the challenges and work upon to overcome it.
* Ensuring Confidentiality, Availability, and Integrity of Data
* Implementing requisite process and procedural changes to assist in maximizing contact centre revenue.
* Making recommendations across functionally for improving ways of working & suggestions for process improvements

Achievements:

* Awarded & certified for an Outstanding contribution to the department in Q2-2015, Q3 – 2015, Q4 – 2015, Q2 – 2016
* Won Device Campaign for bringing maximum Customer experience score improvement from the Baseline.
* Recognised for effective execution of the Action plan and bringing about maximum improvement of Customer experience score along with Commercials.

**Transition Expert**

**Tech Mahindra Business Services Pvt. Ltd.**

**March 2009 – August 2011**

* Driven Commercial targets along with Customer experience.
* Conducted performance evaluation of Players to identify and categorize as Target achievers and non- achievers.
* Established defined quality standards for all work aspects of the organization.
* Liaise with Training and Live Operations floor to discuss issues specific to On-the-Job advisors and help in their smooth transition from Training to Operations

Achievements:

* Recognised for the first team ever to have 100% throughout to the operations floor

**Customer Service Advisor**

**Tech Mahindra Business Services Pvt. Ltd.**

**June 2007 –March 2009**

* Provided First call resolution to customer queries and retain them with the best customer experience.
* Helped non-achievers on ways to improve work performance.

Achievements:

* Won Team Campaign (Goa trip) twice for meeting Customer experience target.

**Customer Sales Advisor**

**Alfa Overseas Pvt. Ltd**

**February 2006 – September 2006**

* Helped organisation achieve sales target.
* Ensure that the team’s product process knowledge is updated by doing regular call listening which helps to identify gaps to improve the team performance.
* Assisted Team Coach in maintaining the quality scores and AHT for the entire team.

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**Education & Credentials:**

Bachelor’s degree in arts (Psychology and Sociology), Pune Board, 2006

Lean Six Sigma Yellow Belt, 2020