| Vishal **Zala**  +91 756 786 0892  [**vzala1@gmail.com**](mailto:vzala1@gmail.com) |
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| To grow and excel in the organization, to make the maximum use of my talent to contribute my best to the organization in which I work and to be successful. Trainings & Certifications  | * Lean Six Sigma Green Belt Certified by ISEL (Nov’21) * Design Thinking (Basics – Jan’20) * Agile trained (Jun’19) |  | | --- | --- |  Projects managed  * White Belt Project - Automation opportunities (UK Business)   + Automation opportunities identified which led to AHT saving, eventually qualifying for White belt project * New Process Migration (UK Business – Credit Assurance)   + Upskilled on the new process and set up quality guidelines for then new process * New Business Transition – (New Zealand Back Office)   + Actively participated in back-office business transition, got upskilled, and set up the quality guidelines for the new business along with the instance management plan * Portal Change – (ACM Accounts)   + Was nominated for ACM accounts training, coordinated with Tech Mahindra - Pune to get upskilled on the migration process. After getting trained, provided the training to agents in Ahmedabad * New Process Transition (Process Name: Service Assurance)   + Was nominated for a process transition from Onshore, for which I travelled to New Zealand Vodafone office, got upskilled on the process and provided training to 40 agents in a batch of 2, and completed the transition successfully * Yellow Belt Project completion – Vodafone TV   + Completed a Yellow belt project saving 0.80 FTEs for TV connections process in Consumer segment, New Zealand LOB  Current Role & Responsibilities as AM - Quality  * Scrubbing of survey data and extract the root cause/s to derive TNIs (Training Need Identification) * Maintaining and updating the process documents on timely basis, performing FMEA on quarterly basis * Sharing analytical and transactional reports to stake holders * Understanding any new process changes and cascading the same with the operational team/s * Timely and need based sharing of feedback and conducting coaching sessions * Handling compliance data for the consequence management – mainly involves all the failures and its repeat instances. Keeping close monitoring for those having multiple instances and highlight the same to HR on timely basis |

# Experience

| MArch 2011 – till dateAssistant Manager – Quality (New Zealand), **\_VOIS**  * Part of New Zealand business since its inception * Preparing the daily, weekly, and monthly reports and synopsis * Updating the process documents and SOPs on regular intervals * Completing the tasks such as trainings, change in process communication within the stipulated deadline * Regular calls and calibrations with stake holder/s * Driving Efficiencies * Conduct certification process for new joiners * Providing suggestions on the process amendments * Cascading the changes to the team in weekly briefings * Deliver feedback & Coaching * Error trend analysis * Conducting timely process knowledge tests for the agents * Finding TNIs basis the error and monthly quiz results * Conducting refresher session (If required) * Getting cross trained for other processes and taking over new processes |
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| Sep 2008 – mar 2011CUSTOMER CARE COORDINATOR, **OCWEN FINANCIAL SOLUTIONS PRIVATE LIMITED**  * Was working with the debt collection (Mortgage) department * The work profile was to handle the incoming and outgoing calls, where in we had to collect the payment for customers who are defaulting on their mortgage and check the reason for default * Basis the reason for default, we used to re-design mortgage with a lower EMI or at a lower rate of interest |
| May 2008 – Sep 2011officer, **india infoline**  * Was in branch operations for disbursing the business and personal loans * To screen the loan application and arrange for verification of the applicant * Process the loan and complete the closure to make sure that the customer is ready for the EMIs |
| May 2006 – apr 2008officer, **citi financials**  * Was in branch operations for disbursing the personal loans. * To screen the loan application and arrange for verification of the applicant post initial approval * Process the loan and complete the closure to make sure that the customer is ready for the EMIs |

# Education

| oct 2006b.com, **mumbai university** |
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# Languages

| EnglishHindiGujaratiMarathi |
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# Hobbies

| cookingwatching moviesChess |
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