**Contact Details**:s

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**Sonam Grover**

**An Overview**

* Team Lead

Worked as **Team Lead in Jobs On Sight International.** Overall offering **6.5 years** of working experience. Responsible for directing and planning the day-to-day operations of group this includes workflow management, query management and status reports to management. Performing audit for team and managing KPI, onshore and offshore metrics reports.

Previously worked in **GVKEMRI** as **Quality Analyst,** worked with ***CSG (customer service group) in Vodafone*** as Associate also worked with Vodafone as CCE for 3.5yrs

Experienced in managing excel reporting & handling team. Also have knowledge of MS Office and Excel.

**Occupational Contour**

**Jobs On Sight International - 1.4yrs (From June 2018 October 2019)**

**Profile Detail:** Responsible for the day-to-day administration and distribution of work among team. Also handing reporting work for the team which include internal as well as external reports. Also taking supervisor calls.

**Accountabilities & Deliverables**

* Suggest improvements to procedures and processes that enhance quality and efficiency
* Generated Quality Assurance approval and completed the underwriting of annual reviews.
* Maintain all data in external database sources
* Manage key performance indicators report for all internal and external stake holders
* Management Audit for team and managing queries.

**GVKEMRI – Quality Analyst –0.7 Years (From September 2017 to April 2018)**

**Profile Detail:**

Worked as Quality Analyst.

**Accountabilities & Deliverables**

* Managed customer support
* Provide assistance to customers through Call
* Auditing callsq

**Adecco (Vodafone)– As Associate (From July 2014 to April 2015)**

**Profile Detail:**

Worked as team coach, which include reporting managing quality of the work done by team and also allocating daily deliverables among team. Yellow belt certified in Lean/Six Sigma, delivered $20K impact through continues improvement idea.

**Accountabilities & Deliverables**

* Managed end to end reporting for offshored business for one of largest banks in Australia
* Managed end 2 end contractual SLA reporting, managed client query / escalation / urgent Request
* Executed continuous improvement in the process and managed Quality framework for the processes. Managed workflow for Estates Management

**Vodafone Outreach – As CCE (From April 2011 to July 2014)**

Worked as Customer Care Executive, involved in taking calls

**Training & Certifications**

* **Excel Program:** Excel trained.
* **Continuous Improvement**: Lean trained, tested & Yellow Belt Certified – BI delivered for 20K

**Personal Vitae**

**Date of Birth** : 09th May1991

**Languages Known** : English & Hindi