

# LOREM IPSUM

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**Seeking middle level managerial assignments in Strategic Planning / Operations Management / Client Servicing / People Management/ Quality Assurance with an organisation of repute in the BPO sector**

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## PROFESSIONAL SYNOPSIS

- ❑ A result oriented professional with **7 years** of experience in the areas of Operations Management, Process Management, Client Servicing and Team Management. *Last associated as Senior Team Leader with Knoah Solutions Private Limited, Hyderabad.*
- ❑ Proficient in managing & leading teams for running successful process operations & experience of developing procedures, service standards for business excellence.
- ❑ Resourceful at maintaining relationship with clients to achieve quality service norms by resolving their service related critical issues.
- ❑ A thorough professional with a proactive attitude having proven track record in imparting training to team by using learning theories & instructional strategies.
- ❑ Possess excellent interpersonal, communication and organisational skills with proven abilities in training & development, customer relationship management and planning.

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## CORE COMPETENCIES

### Process Management

- ❑ Mapping and analysing the client's requirements and coordinating in developing and implementing processes in line with pre-set the guidelines.
- ❑ Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximise customer satisfaction level.
- ❑ Preparing MIS reports & other statements with a view to apprise management of the process operations and assist in critical decision-making process.
- ❑ Identifying the bugs in LivePerson reports and reporting to WFM team to get it resolved.

### Quality Compliance / Business Process Improvement

- ❑ Setting out quality standards for various operational areas, ensuring a high-quality customer experience, while adhering to the SLAs and work processes.
- ❑ Involving in creating awareness for driving the projects and process improvement strategy & methodology, ensuring maximum operational efficiency.

### Client Servicing

- ❑ Managing service operations for rendering and achieving quality services; providing first line customer support by answering queries & resolving their issues, ensuring minimum TAT.
- ❑ Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices.

### Team Management

- ❑ Leading, training and monitoring performance of the team members for maintaining excellence in operations.
- ❑ Determining training needs of executives and designing / conducting need based training programs to enhance their operational efficiency leading to increased productivity.
- ❑ Creating and fostering a healthy environment which facilitates high performance of team members and accomplishments of organisational goals.