

# Khushboo Verma



## EXPERIENCE

**Deputy Director** Access Healthcare - Pune, India  
04/2024 - Current

- **Training Strategy Development:** Design, implement, and oversee comprehensive training programs that align with organizational goals and industry standards. Collaborate with leadership to identify training needs and skill gaps across departments.
- **Quality Assurance Oversight:** Lead the development and execution of quality management frameworks, ensuring adherence to company policies, regulatory requirements, and industry best practices. Continuously monitor performance to ensure high-quality standards are consistently met.
- **Leadership and Team Management:** Lead a team of training and quality specialists, providing mentorship, guidance, and performance evaluations to ensure high productivity and engagement. Foster a culture of continuous learning and improvement.
- **Process Improvement:** Conduct regular audits and assessments to identify opportunities for process enhancements and efficiency improvements. Recommend and implement corrective actions based on data-driven insights.
- **Cross-Functional Collaboration:** Work closely with HR, Operations, and other departments to ensure that training programs are well-integrated with organizational initiatives and that quality standards are consistently maintained across all functions.
- **Learning & Development Metrics:** Develop and track key performance indicators (KPIs) for training effectiveness and quality outcomes. Provide detailed reports to senior management on progress, challenges, and opportunities for growth.
- **Change Management:** Manage the communication and adoption of new processes, tools, and technologies within the organization. Ensure that staff are well-equipped to adapt through targeted training and support.
- **Compliance & Risk Management:** Ensure all training programs meet internal and external compliance requirements. Maintain oversight of risk management processes related to quality control and training effectiveness.
- **Stakeholder Engagement:** Act as the primary point of contact for internal stakeholders regarding training and quality concerns. Advocate for employee development while balancing the need for operational excellence.

**Group Manager - Transactional Quality** Wns Global Solutions Pvt Ltd - Pune, India  
07/2023 - 04/2024

- **Transaction Quality Oversight:** Manage and oversee the quality of transactional processes across multiple teams, ensuring consistency, accuracy, and compliance with internal policies and regulatory standards.
- **Process Optimization:** Identify inefficiencies and areas for improvement in transaction processing workflows. Drive initiatives to streamline processes, reduce errors, and enhance overall operational effectiveness.
- **Quality Monitoring and Auditing:** Develop and implement a robust quality monitoring framework to evaluate transactions, ensuring compliance with service level agreements (SLAs) and operational standards. Conduct regular audits and reviews to track team performance and identify areas for improvement.
- **Reporting and Analysis:** Generate detailed quality reports and analyze transaction data to identify trends, potential risks, and areas for improvement. Present findings and recommendations to senior management to support

## CONTACT

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## SUMMARY

Experienced in leading diverse teams and driving strategic initiatives. Known for fostering collaborative environments and delivering impactful results. Demonstrates forward-thinking approach to organisational development and operational efficiency. Bringing together strategic thinking and strong leadership, I excel in managing teams and driving initiatives towards success. My background includes effective communication, problem-solving, and collaboration, ensuring smooth operations and fostering positive work environments. Adaptable and resourceful, I navigate challenges with confidence, always focusing on achieving goals and supporting team growth.

## SKILLS

- Transformation programme management
- Process optimisation
- Policy implementation
- Staff training and development
- Success controlling
- Leadership proficiency
- Staff appraisals
- People management
- Conflict resolution

- Effective communication
- Regulatory compliance
- Executive decision-making
- Culture change
- Onboarding assistance
- Risk assessment
- Workplace wellbeing initiatives
- Stakeholder engagement
- Qualitative and quantitative research
- Productivity improvement
- Data analysis
- Organisational development
- Training programme development
- Staff disciplinaries
- Performance monitoring
- Employee training
- Excellent communication skills
- Stakeholder management
- Key performance indicators
- Ethical conduct
- Motivational leadership style

informed decision-making.

- **Root Cause Analysis:** Lead root cause analysis for recurring transaction errors or quality issues, collaborating with relevant stakeholders to implement long-term corrective actions and prevent recurrence.
- **Compliance and Risk Management:** Ensure that all transactions meet regulatory, compliance, and organizational requirements. Monitor and manage risks associated with transaction quality and recommend mitigation strategies as necessary.
- **Stakeholder Communication:** Serve as the primary point of contact for internal stakeholders regarding transaction quality concerns. Provide updates on quality performance, challenges, and achievements to leadership teams and other relevant departments.
- **Continuous Improvement:** Lead continuous improvement initiatives related to transaction quality, leveraging methodologies to drive sustainable performance enhancements.

#### ■ **Deputy Manager - Training and Quality** Bajaj Allianz General Insurance Company - Pune, India 07/2019 - 07/2023

- **Training Program Management:** Assist in the design, development, and execution of training programs aimed at improving employee performance and ensuring alignment with organizational objectives. Support the delivery of both in-person and online training sessions.
- **Quality Assurance Support:** Monitor and evaluate the quality of service delivery and operational processes. Ensure compliance with quality standards and identify areas for continuous improvement within the team and across departments.
- **Training Needs Assessment:** Collaborate with key stakeholders to assess training needs, develop appropriate training solutions, and ensure that all employees have access to the resources and knowledge necessary for success.
- **Quality Audits & Reviews:** Assist in conducting quality audits, performance reviews, and assessments to ensure adherence to company policies, industry standards, and best practices. Provide feedback to employees and teams for performance improvement.
- **Employee Development:** Support the design and delivery of development programs that focus on skill enhancement and career growth for employees, helping them achieve higher levels of performance and professional competency.
- **Feedback and Continuous Improvement:** Collect feedback from trainees and stakeholders to assess the effectiveness of training programs. Use this data to recommend and implement improvements to training content, delivery methods, and overall quality initiatives.
- **Documentation and Reporting:** Maintain accurate training records, quality assurance reports, and performance data. Ensure documentation is up-to-date and readily available for audits and compliance checks, including 30-60-90 traction.

#### ■ **Assistant Manager Transaction Quality** Wns Global Solutions Pvt Ltd - Pune, India 07/2012 - 07/2019

- Joined WNS as a Lead Trainer in June 2012, moved to Quality in Dec 2013 and then got promoted in May 2016
- Participated on monthly review calls with the management
- Managed End to End New Hire training for the process
- Responsible for the ISO awareness and regular audit
- Managed Rewards and Recognition on a quarterly basis for both trainers and trainees
- Worked on Process Dashboard, Management Reports

- Conducted regular feedback sessions for the trainers
- Participated on Client calls on the updates/changes on a weekly basis
- Conducted performance reviews, providing constructive feedback and setting individual goals.
- Prepared detailed reports on weekly sales, expenses, and staff productivity for management review.
- Organised staff training sessions on new product ranges, enhancing team knowledge.
- Monitored staff performance and developed improvement plans.

■ **Process Trainer and Quality Analyst** Arvato Bertsmann Pvt Ltd - New Delhi , India  
10/2011 - 04/2012

- Oversaw all process checks to ensure that they were done properly and at the correct frequency.
- Coordinated with cross-functional teams to ensure timely delivery of high-quality products.
- Monitored quality control procedures to ensure compliance with industry standards and regulations.
- Facilitated continuous improvement by incorporating feedback from end-users into future test phases.
- Collaborated with development teams to communicate quality standards and address identified issues.
- Provided training and guidance to junior QA analysts on best practices and testing methodologies.
- Chosen as the main corporate office contact, answering questions and resolving issues from customers and vendors.
- Promoted the company in maintaining a work environment that was focused on quality, communication, collaboration, integration and teamwork.
- Monitored and reported consumer complaints, highlighting trends and triggering action plans for immediate response.
- Provided daily, weekly and monthly quality information to key stakeholders, enabling informed decision-making.

■ **Process Trainer** Bank of America - New Delhi, India  
10/2008 - 10/2011

- Ensured the daily tasks been done by the QA team. Also, handled the role of a QA reviewer for the quality team.
- Made daily performance reports.
- Provided adequate feedbacks on individual's performance.
- Team Handling and imparting Training.
- Processed the documents.
- Trained new hires on different processes as per operational and business requirements.
- Conducted Best Practice Sharing.
- Meet CTQs as per SLA
- Conducted training sessions for new QAs and Trainers.
- Brainstorming and RCA sessions.

■ **Customer Care Officer** Convergys Private Ltd - New Delhi, India  
06/2007 - 06/2008

- Exceeded team goals by leading meetings, sharing best practices and implementing sales initiatives.

- Catering to Customer Calls on Credit Cards
- Ensuring 100% output on customer surveys
- Maintained 100% NPS during all external and internal surveys



## EDUCATION

**Bachelor of Arts: English Literature**  
**Ranchi University** - Ranchi, 04/2004 - 04/2007

**SSC: Science**  
**Higher Secondary** - CBSE, 03/2001 - 04/2003

**10th: Science**  
**10th STD.** - ICSE, 04/1991 - 04/2001



## PERSONAL INFORMATION

- Age: 39
- Gender: Female