

Archana Lobo

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Skill Summary

Business Counsellor ~ Acquisitions Editor ~ HR & Administration ~ Customer Relationship Management ~ Team Management ~ Operations & Service Delivery

Career Overview

- A skilled professional with **over 11 years** of experience in HR & Admin Operations, Coordination & Resource Management, Coaching & Counselling and Work Force Management.
 - Proficient in leading resources for successful completion of tasks. Experienced in implementing procedures, controls & service standards for business excellence.
 - Managing teams with focus on excelling business targets & service delivery metrics.
 - Adroit at maintaining Client Relation Management, Customer Satisfaction by ensuring timely service delivery.
 - Strong interpersonal skills with a proven ability to work well with individuals & teams at all levels.
 - Detail oriented and resourceful in completing projects to multitask effectively.
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Core Competence

- Consistently meeting targets & process goals with continued focus on maintaining & achieving targets.
 - In depth analysis & planning as per the objectives/goals set to ensure timely delivery.
 - Identifying new opportunities for business growth.
 - Timely execution, reporting & analysis by maintaining product/process quality with effective communication.
 - Assessing customer requirement, evaluating areas of improvements & providing feedback.
 - Preparing & maintaining various reports with a view to apprise clients and providing assistance in decision-making.
 - Identifying improvement areas & implementing measures to maximise customer satisfaction levels.
 - Interacting with various other functions/teams for staffing & scheduling requirements, performance reporting, etc.
 - Managing & monitoring team performance, maintaining statistics for efficiency in operations and meeting individual & group targets.
 - Determining training needs and conducting suitable programs to enhance efficiency leading to increased productivity and client satisfaction.
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Experience Chronicle:

I am currently working as a Freelance Editor and Proofreader for various Publishing Houses, Independent Authors, Content Writers and Web Developers.

AND ALL PUBLISHING

Jun'18 – Feb'19

Acquisitions Editor

As an Acquisitions Editor for a publishing house, my responsibilities included:

- Acquiring authors/bloggers for our publishing house along with content/manuscripts that can be marketed profitably.
- Reviewing manuscripts/other content and finalizing proposals for the ones we want to publish.
- Building relationships with the authors for future projects.
- 3 layers of editing for each manuscript, including Structural Editing, Line Editing and Proof Reading at various stages of publishing.
- Organizing themed book launches at various locations.
- Sending regular mailers/writing prompts to inspire authors to write every single day.
- Working in sync with the publisher and the creative team in order to publish the best product for the author.
- Assisting with all kinds of promotions via digital marketing, media coverage and press releases.

Responsible for the Business Development of Cedarwood Afterschool Program in Pune (South & West Zone).

This included:

- Organizing and facilitating operations of Cedarwood classes for children at various locations in the South & West zones of Pune.
- Marketing, promotions and organizing classes, workshops and events, identifying & recruiting teachers/faculty, handling enquires, scheduling classes.
- Parent – Teacher liaison and coordinator providing assistance to students & parents as well as various vendor partners.
- Developing and/or documenting course modules with digital marketing which included digital content such as blogs, promotional articles, photos/videos, testimonials, etc.
- Building partnerships with teachers, schools, corporations and more, in order to grow the Cedarwood network of classes.

- Helped in setting up the school, day care and activity center by identifying needs, liaising with suppliers and vendors, ordering and procuring material resources, play equipment and teaching-learning material as per requirement and budget guidelines.
- Responsible for day to day operation and administration of the pre-school, the interface for the school and handling communications with outside agencies including parents, school associates and vendors.
- Managing HR related tasks like scheduling & conducting interviews for teachers and support staff, creating policies & procedures for pre-school, day care & activity center, staff manual / ready reckoner, parent handbook, salary / bonus payout calculations, etc.
- Organizing trainings and workshops for staff & parents, handle admissions and accounts and other HR related activities.
- Assisted in developing pre-school calendar, schedules and time tables and support, manage and supervise staff to execute their respective duties diligently.
- Parent-Teacher liaison ensuring all necessary information is passed on adequately and obtain necessary feedback to improve upon.
- Support in promotion, advertisement and marketing efforts to establish the pre-school brand and programs.
- Organized several events as part of school promotions, which include Kid's Bistro, Book Drive for Charity, Workshop for Teachers from all over Pune, etc., from planning to execution.

Handled a team of over 30 advisors for the Travel Trade and Baggage Claims department in bmi, the 2nd largest airline in the UK and a Star Alliance partner.

The Travel Trade department deals primarily with Travel Agencies, who contribute to nearly 40% of bmi's revenue, while Baggage Claims deals with Lost & Damaged bags.

My job mainly curtails meeting and exceeding all major SLAs of AHT, Sales, Quality and ensuring a defect free processing of airline bookings both over the phone and the internet.

We also conduct monthly appraisals with the team members in order to gauge performance and measure excellence.

Work Force Management: Leave management, rostering & attrition management.

Ensuring high levels of performance by leading, coaching, mentoring, counseling and motivating the team.

Interacting with clients for setting up the process and SLA's for General Reservations, Baggage Claims and the Travel Trade dept.

Monitoring the process quality of the team advisors.

Providing feedback and agent development sessions for constant process improvement.

Achievements:

Successfully transitioned the bmi process from IGS - Mumbai to Ventura - Pune.

Was the 1st Team Leader in bmi to be upskilled and transition a sub-process (Travel Trade) into Pune.

Pilot Team Leader in setting up the process.

Was awarded as the Best Team Leader – BMI (Ventura) for 2006 - 2007

E2E SERWIZSOL LTD.
Team Leader – Tata Indicom

May'04 – Oct'05

Handled a team of 15 agents.
Ensuring service delivery as per the Service Level Agreements and all Quality parameters met.
Regular feedback & One on One's to ensure team performance at par with the desired expectations.
Co-ordination with the training team in order to conduct appropriate trainings whenever essential.

Achievements:

Was one of the Pilot Team Leaders for the Tata Indicom process (Mumbai queue)
Was the only team leader to upskill the entire team to be multi-functional so as to assist the Delhi queue in times of high call volume.

WNS India Pvt. Ltd.
Senior CSA (Operations) – Web/Voice Support – (USA & Canada)

Aug'03 – Apr'04

Worked as a Senior Customer Service Associate for Air Canada, one of the largest airlines in the USA & Canada.
Core job included handling customer calls, making reservations and solving queries for the citizens of the US and Canada.

Achievements:

Was a part of the pilot batch when we launched Air Canada in Pune.
Upskilled to Air Canada's prestigious Frequent Flyer Program (Aeroplan) within 4 months of operation.
Won Best CSA award for Air Canada.

Mphasis India Pvt. Ltd.
Senior CSA (Operations) – USA

Oct'01- July'03

A part of multiple processes within Mphasis, including AutoZone, Tele-Training, Second Level Retail Helpdesk & Retail Financial Services
My job primarily comprised of attending to both inbound and outbound calls, solving customer complaints, handling escalations and interaction with the client.

Achievements:

Was chosen to lead 3 processes out of the 4 that I worked for.
Won the Best Advisor award multiple times.

Sociedade da Fomento India Ltd. (Goa)
Assistant Geologist

Jan'99 – Sep'01

Worked as a Assistant Geologist in an Iron Ore Mine in Goa.
My job included prospecting, sampling, bore drilling and economical excavation of Iron Ore
Achievements:
Was the youngest geologist to be promoted as a assistant geologist in Goa.

Education

- B.Sc graduate in Geology from Pune University.
- Completed a software programming course from Aptech Institute, Goa.
- Completed a course in Photoshop from Goa.
- Completed a course in Gemology from the Jagannath Rathi Institute, Pune
- Trained on Call monitoring systems like **NICE**

Personal Vitae

Date of Birth : 29th April 1977
Address : 24K Allura, Hills & Dales – Phase 3, Bldg – O1/503, Undri, Pune - 411028
Linguistic Proficiency : English, Hindi, Marathi and Konkani