**PRAFULL C BANSODE**

Address : Panch Parmeshwar Bhavan building, third floor, Room no 15, Shivaji Nagar, Wagle Estate, Thane – West.

Pin Code : 400604

Mobile : +91 9860294943

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| --- |
| **Experience in Voice, Customer Service, Collections**  **Experience in handling customers of both Indian origin & from abroad**  **Overall work experience is 12 years.** |

Email : smartprafull\_2@yahoo.co.in

A positive thinking, result-oriented, open to change, flexible and team-spirited Person with an objective to increase knowledge and grow in various fields in the organisation. Recognised as a team player, a quick learner, an excellent work ethic, consistently going the ‘‘extra mile’’ to exceed customer expectations.

Currently getting certified as Data Analyst from Jigsaw Academy. Python, Machine Learning, Data Analysis, R, Tableau.

**Professional Profile**

**Operations**

* **A dynamic professional with over 10 years’ rich experience in BPO Operations, Contact Centre Operations, Collections, Voice, Back Office Operations, People & Process Management, Process Quality, Key Account Management.**
* Currently designated as **Assistant Manager- Operations** – with **WNS GLOBAL SERVICE PVT LTD**
* In-depth knowledge of Operations
* Worked on RPA projects, assisting and guiding the RPA team.
* Have the knowledge of Python, SQL, Excel, Tableau.
* Have the knowledge of Analysis, Reports etc.
* Lead start up teams in diverse cultural environments with multi-industry and international experience.
* Recognized for intellectual horsepower as an effective, collaborative leader skilled in building and motivating high performance teams across divisional boundaries.
* Solid professional who possesses strategic agility to bring "best in class" people, process and technology that deliver efficiencies and profitability through blending service delivery with organic and outsourced resources, both foreign and domestic
* A proactive planner with abilities in devising effective strategies for augmenting business, identifying and penetrating new market segments, promoting products for business excellence.
* Possess excellent interpersonal skills that have been put to good use while interfacing with clients to assess requirements and deliver appropriate product solutions.
* Proven performer with an excellent track record in sales across assignments.
* An enterprising leader with strong analytical, problem solving & organisational abilities

###### Areas of Expertise

|  |  |
| --- | --- |
| * Professional approach | * Quick learner |
| * Time management | * Decent analytical skills |
| * Target and results oriented | * Flexible and adaptable to changing environments |
| * Quality conscious | * Process Improvement |
| * People management skills |  |
|  |  |

* **Technical skills: Windows, Word, Excel, and Internet applications**.

**Education**

Graduated in B.A.

Passed HSC

Passed SSC

**Organisational Experience**

**WNS GLOBAL SERVICES Pvt Ltd (May19th 2008 - 01st Aug2019)**

***Assistant Manager– Operations, Analysis***

* Handling a Team of 36 agents (Back office and Collections team)
* Managed and increased the effectiveness and efficiency of operational systems, processes/policies to support of organizations mission — specifically, support better management reporting, information
* Making Business decisions from P&L point of view.
* Identifying loop holes, Revenue generation, maintaining P&L.
* Recruitment done for the process
* Supervised the maintenance of organization database/archive and administration files.
* Managed a team of Client Services Executives that focused on meeting Customer Service efficiency and Quality standards
* Assisted the Senior Management in planning and executing the process.
* Designed quality program and implement standards to coach employees toward high performance and success
* Trained and supervised the customer service professionals to ensure optimum quality and revenue satisfaction to the client.
* Supervised overall Operations, Analysis and Quality controls.
* Worked on Automation to incorporate SQL into the system to reduce manual dependency
* Worked in successfully implementing RPA.
* Knowledge of Python, SQL, Excel.
* Analysis on huge data.
* Providing insights to increase revenue, bringing more business, Client reports.
* Identifying loop holes, making models.
* Assisted in smooth transitioning of process to Nasik location
* Set aggressive/challenging cross-functional goals that support the organizational goals and strategies.
* Liaising with airline to check on the audit reference for smooth audit
* Roster Management.
* Managing QBR and MBR with the client.
* Handling fare audit escalation.
* Manage the ISO audit and ensure process being compliant.
* Attrition Control, AHT, Shrinkage

**Accelya July 07 – Mar 08**

***Executive – Fare Auditor***

**Job Profile**

* Auditing of tickets booked by travel agents worldwide.
* Working towards Revenue leakage for the airline
* Providing timely feedback to the Analyst team regarding violations.
* Maintaining the quality stats
* Identifying new areas of recovery

**Achievements**

Awarded ***Quality person*** of the month

**Interests**

Passionate about work & growth

Adventure sports: Cricket.

Movies & Music

**Languages**

English, Hindi, Marathi.

**Personal Details**

Date of birth:02Feb 1987

Marital status: Single