Curriculum Vitae

**Personal Information**

Name: Sudha Ashok Mane Padvekar

Date Of Birth: July 31, 1989

Marital status: Married

Address: D802, Ganga Liviano, Kharadi,Pune 411014

Mobile no: 8888862871

Email: [sudhamane123@gmail.com](mailto:sudhamane123@gmail.com)



* 4years of experience in Quality & Training.
* Ability to track & analyze compliance to call center service standards.
* Excellent multitasking skills.
* Successful at developing & improving training programs for employees.
* Dedicated Psychology student with excellent interpersonal and logical reasoning skills. Knowledge of psychological development and research practices.
* Proficient in Microsoft Word, excel, and PowerPoint.



**Work Experience**

**Tata consultancy services**

From: Oct 2015- Nov 2019

Duties: Training & Quality

* Conduct product & process training of new beaches.
* Provide support in clearing certifications & handover batch to OPS within timeline
* Handle OJT batches & conduct half day training for them
* Audit calls & sharing feedback with agents
* Trainings on new products/ updates if any
* Conduct meetings with Ops & clients to highlight issues & discuss plan of actions
* Revert on escalations within timeline.
* Work on PIP/DAP agents performance.
* MBR & Reviews with operations.



* **MA in Clinical Psychology (pursuing)** Parul university (Sep2024-Dec2026)
* **BA in Psychology with honors**

Indira Gandhi national open university

July 2020 Batch

**PG Diploma in Counseling**

Indian Institute of Skill Development

May 2024

**Certifications**

* Counseling psychology internship 1st- 31st March 2021
* Training in dream analysis
* Yoga philosophy & Psychology 31st Jan- 13th March

**Declaration:-**

* I hereby declare that the above information is true and correct to the best of my knowledge. I ensure
* my full participation, complete declaration and whole hearted co-operation if I get the opportunity to
* work with your organization/ firm.

Place: Pune Sudha Mane

Date: