



# Dolly Babani

Deputy Manager

9533272790

dollybabani14@gmail.com

Date of Birth – 14<sup>th</sup> July

Languages Known-

English, Hindi, Sindhi and Punjabi.

Hobbies- Listening to Music and Traveling.

## Professional Summary

Experienced Deputy Manager who exhibits a professional demeanor and excellent communication and interpersonal skills. Skilled at evaluating both verbal and written customer contact by TLs and Agents while coaching them for success in executing superior service to customers, able to rapidly gain product knowledge and Conduct periodic shop floor audits to ensure compliance.

## PROFESSIONAL EXPERIENCE

### Wipro - Digital Operations & Platforms (International Voice Process)

Designation: Deputy Manager Operations (April 12<sup>th</sup> 2021 - May 24<sup>th</sup> 2023)

#### Areas of Expertise:

- Leading a team of 100+ members 2 Process Leads (AM), 2 Quality Analyst, 4 TLs (each carries the team of 25-30) for the Google Account
- Key performance indicators (KPIs) are the metrics chosen to gauge how well a team performed against agreed standards.
- ACW, AHT, TTFT, TTR, Experience Score, Attrition, Srinkage, Taking care of day to day Attendance (Hybrid planning) Numbers of calls handled VS Resolved.
- Managing all the compensation and performance related queries for Googlers globally
- Preparing and delivering the Weekly business review meetings with Google POC's
- Actively working with the Quality team in error discussions, categorization and rebuttals
- Work closely with the business leaders, advisors and technology team to streamline and optimize the process
- Handle employee grievances, implement employee connect programs and improve engagement, one on ones and focus group discussions
- Ensure team and self' compliance on mandatory trainings
- Act as primary liaison between business and technical resources to effectively communicate business requirements into high quality business solutions
- Accountable for project deliverables and managing the cascading the client requirements to leadership teams
- Part of several transitions as a lead for the projects in Talent Services (Additional operational scope, reporting and compliance projects, Global Learning system deployment projects)
- Communicate with clients and project team to ensure the service delivery requirement are met and recommend better solutions wherever applicable during the project life cycle
- Assists management in identifying opportunities to streamline and improve processes
- Extract, Analyze and develop custom and ad-hoc reports for internal and client requirements on periodic basis
- Support business by taking interviews

### SYKES India LTD (May 5th 2019) (Client: Verizon) (International Voice Process)

Designation: Deputy Manager Operations

## **Core Qualifications**

- Deliver coaching feedback to TLs and agents.
- Conduct and evaluate customer feedback surveys.
- Prepare management reports.
- Exceptional listening and analytical skills.
- Detail oriented.
- Flexible.
- Expertise in providing Stellar Service through Inbound calls and Non voice chat sales process to improve our customer services score.
- Proficiency in MS Office
- Understood the priority of the organization and evaluated call and Chat behaviors for regulatory compliance cross-selling and adherence to policy.
- Provided customer feedback and internal compliance feedback to management.
- Encouraged good practices and discouraged bad ones to TLs and Agents.

I'm a Deputy Manager Operations leader and strategist with over 13+ years' experience. I have a proven track record of being proven proficient at managing & leading large teams for providing customer service and contributed to development of procedures and service standards for achieving business excellence. My experience in different roles from customer service, sales, client management, etc. gives me the unique ability to manage multi-disciplinary projects and navigate complex challenges across cross-functional teams.

Experienced in transitioning of projects from client location to India. Setting up projects from hiring to steady state with continuous improvement. Experienced in delivering a revenue of \$30 Million yearly with 100% VOC. Experienced in delivering 82% GP during the COVID situation WFH and on site.

## **Areas of Expertise:**

- Skilled in streamlining operations and maintaining excellent support to ensure maximum customer satisfaction and business revenue.
- KPIs in sales are the metrics used to measure how closely the performance of a sales team tracks to predetermined goals and how this performance impacts the business as a whole. This includes metrics like average leads generated per quarter and deal conversion rate.
- Key performance indicators (KPIs) are the metrics chosen to gauge how well a team performed against agreed standards.
- ACW, AHT, TTFT, TTR, Experience Score, Attrition, Shrinkage, Taking care of day to day Attendance (Hybrid planning) Numbers of calls handled VS Resolved.
- Capacity planning, scheduling, workforce planning and Forecasting.
- Sales supervision and managing a team > 90+ sales agents 24/7.
- Proactive leader and planner with expertise in strategic operations plan, transition planning, staffing & target planning, resource management and service delivery.
- Proficient in setting up new processes, with proven ability to spearhead turnaround management initiatives.
- Possess excellent interpersonal, analytical & negotiation skills with proven track record of utilizing a process-oriented approach towards meeting SLAs and organizational objectives Organized and detail oriented with proactive and hardworking nature. Hands on in Service delivery & Client Communication.

## **Key Result Areas:**

- Monitoring the overall Key metrics, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
- Conducting internal process audits & process reviews for ensuring strict adherence to the process parameters/ systems as per defined guidelines.
- Mapping client's, identifying improvement areas &

- **Bachelor's Degree- Commerce 2007**  
JRN Rajasthan Vidyapeeth University.
- **Intermediate ECC - 1997**  
Villa Marie college, Osmania University.
- **Secondary School of Education - 1995**
- Vidvodaya High School

- Setting out quality standards for various operational areas, ensuring a high-quality customer experience while adhering to the SLA's and work processes.
- Overseeing the team performance to ensure that the center's goals on financial metrics are met.
- Trained for Competency Based Interviewing Skills and a part of the Recruitment Panel.
- Effective handling of stakeholders (internal and external).  
Leverage stakeholder relationships and build coalitions that foster project success.
- Capacity planning based on forecast and AHT and ACW, breaks, online time. (WFM)

*Designation: SR.Customer Service Analyst (AM).*

- Responding to Participant Queries received through inbound calls and email.
- KPIs in sales are the metrics used to measure how closely the performance of a sales team tracks to predetermined goals and how this performance impacts the business as a whole. This includes metrics like average leads generated per quarter and deal conversion rate.
- Upselling FSA benefits card
- Handling Escalation and help line calls across all sites for ERS, DVS.COBR Insurance, and FSA, Insurance, Billing, Health Information, Documents Image.
- Processing customer claims for reimbursement, Take care of billing, Doctor Appointments, Medical card.
- Exhibits highest level of expertise in performing a specialized process.
- Assist in process documentation and change management as part of BAU and any new transitions.
- Coordinate with internal and external clients to provide assistance on various business process deliverables
- Ensure compliance to quality regulations per set standards for team and project.
- Prepared and collate the monthly and weekly reports on an individual basis.
- Used to handle calls with the customer updating the progress on various activitiesZZZZZZZZZZZZZZZ

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