

Monica Yadav

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Summary

Dedicated and results-driven team leader with 5+ years of experience in Customer Services & Order management area , seeking a challenging leadership position to leverage my expertise in [mention key skills or strengths such as team building, project management, or problem-solving] to drive team performance and achieve organizational goals. Committed to fostering a collaborative and high-performing work environment while continuously improving processes to enhance efficiency and productivity. Eager to contribute my leadership skills and passion for developing talent to a dynamic organization focused on growth and excellence.

Experience

Medline Industries India Pvt. Ltd | Pune, Maharashtra

Team Leader | 02/2018 - Present

Presently working as a **Team Leader** for Customer Service Team supporting EU and ANZ regions– The team is responsible for supporting Order entry, Order management and helping internal DSR & Sales teams with communicating the order status to improve customer experience & optimize process.

Familiar with QAD, Micro strategy system and SAP application.

- Follow up and co-ordination with Warehouse and Finance team to release orders on Time.
- Process auditing, creating & Reviewing SOP.
- Creating Transition Document for any new process.
- Daily Reporting and interacting with DSR and Supply chain for Open orders.
- Successfully execute assigned goals in a timely manner.
- Trained fresher's and audited their daily work.
- Analyzing data weekly/Monthly and presenting quality score card of team.
- Setting targets, KPI's for the Team.
- Creating Dashboards & Presentations.
- One on One's & Giving timely Feedback and appreciation.
- Cross Functional Training
- Analyzing team strength, Weakness and arranging training accordingly
- Scanning resumes and taking interviews.
- Creating joining & onboarding of new team member
- Budding & Training the New team member.
- Identifying & driving Strategic Initiatives (Process and People).
- Preparation & implementation of metrics for Productivity measurement.
- Fosters a culture of innovation, Ideas and Kaizens.
- Ensuring effective collaboration & communication
- Coordinated team activities and delegated tasks to ensure efficient completion of projects.
- Developed strategies for problem solving and conflict resolution among team members.
- Conducted regular performance reviews to assess individual team member progress.
- Provided coaching and feedback on employee performance, encouraging professional development.
- Assisted with recruitment efforts by interviewing potential candidates and providing input on hiring decisions.
- Monitored daily workflow to ensure adherence to established policies and procedures.
- Created training materials and conducted group trainings on new processes or procedures.
- Held weekly staff meetings to review project updates, discuss issues, and brainstorm solutions.
- Established clear expectations for employees, providing guidance when needed.
- Analyzed data from various sources to identify areas of improvement in the department's operations.
- Identified opportunities for process optimization using Lean Six Sigma principles.
- Reviewed customer service surveys and implemented strategies to improve customer satisfaction ratings.
- Maintained a positive work environment that promoted collaboration between team members.
- Ensured compliance with all safety regulations in the workplace.
- Resolved customer complaints in an effective manner while maintaining a high level of customer service across varied groups of business stakeholders.

Selling Simplified | Pune, Maharashtra

Data Analyst | 07/2016 - 05/2017

- Provides Sales Lead Generation Services to IT companies Worldwide
- Helping IT companies increase sales, acquire new customers & improve sales performance
- Conduct market and industry research - Secondary research / Web research, market analysis, Competitive analysis, Buyer persona research
- Research and advertise on Social Media

EATON Technologies India Pvt Ltd | Pune, Maharashtra
Operations Executive | 03/2014 - 04/2016

- Enters/process new orders from customers through order entry systems, with emphasis on error free order management
- Enters/process changes and cancellations from customers through order entry systems using established business rules
- Maintains accurate and organized order files, order acknowledgments and customer contact
- Updates daily/weekly trackers, escalation management and communication to sites through agreed daily/weekly metrics
- Proactively communicates and follows up in a timely manner with internal customer about order verification, order status, pricing and shipment status in order to free up process bottlenecks
- Competent on multiple tasks in order to support the business objective and effective resource planning
- Identifies improvement opportunities and work priorities by being intuitive of the current and changing business practices
- Managing the work Allocation for the Team to ensure smooth functioning of the process
- Training- Process training conducted for new joiners in the team.
- Developed and implemented operational strategies to improve efficiency, reduce costs and increase customer satisfaction.
- Analyzed business processes to identify areas for improvement and develop solutions to address them.
- Created reports on performance metrics such as inventory levels, production output, customer service ratings.
- Coordinated with cross-functional teams to ensure smooth operations.

3 Global Services Inc. | Pune, Maharashtra
Senior Customer Service Representative | 02/2012 - 07/2013

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WNS Global Services | Pune, Maharashtra
Senior Customer Service Representative | 11/2010 - 01/2012

- Account Handler: Managing AVIVA Health Care policies from enrollment till Activation
- Booking appointments for medical checkups for the policy holder and keeping a track of the report
- Sending the details about the policy in regard to what is covered under the policy, the premium structure
- Case Manager: Midterm changes on policies, dealing with Customer complaints, analyzing them, provide solutions and create action plans for minimizing complaint opportunities
- Process Development: Player of process development team that always strives to generate new ideas for better customer experience and process development
- MIS: Daily Financial and volumes reporting, sharing it with the team and allocating work packets accordingly
- Forecasting volumes, transition monitoring.

IBM Daksh | Pune, Maharashtra
Senior Customer Service Associate | 06/2007 - 11/2010

- Supported sales team members to drive growth and development.
- Kept records of customer interactions or transactions, thoroughly recording details of inquiries.
- Conferred with customers by telephone or in person to provide information about products or services and take orders.
- Adjusted bills and refunded money to resolve customers' service or billing complaints.
- Referred unresolved customer grievances to designated departments for further investigation.

- Assisted customers with price checks, lifting heavy items and addressing other inquiries.
- Promoted available products and services to customers during service, account management and order calls.
- Developed and implemented customer service policies and procedures.
- Provided technical support to customers via phone, email, and chat.
- Resolved escalated customer complaints in a timely manner.
- Monitored customer feedback surveys to identify areas of improvement.
- Analyzed customer data to identify opportunities for upselling services.
- Created reports on customer satisfaction levels and key performance indicators.
- Responded promptly to inquiries from customers about products or services.
- Created marketing campaigns designed to increase sales and promote brand awareness.
- Followed up with customers after purchases to ensure satisfaction.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Improved customer satisfaction and retention by proactively reviewing new customer accounts and reaching out to offer assistance.
- Cross-sold services and products to consistently increase team revenue.
- Handled cash and credit card payments and returned receipts, change and payment cards to customers.
- Utilized active listening skills and asked open-ended questions to ascertain customer call needs.
- Implemented company processes to effectively resolve customer service issues.
- Attended training sessions to grow knowledge of company products and services.
- Updated customer information into account databases for future use.
- Volunteered to handle complaints and issues for manager during busy time periods.
- Located products through extensive researching and arranged for drop shipments for items located at different facilities.

Skills

Customer service, Communication skills, Time management, Computer literacy, Microsoft word, Leadership, English, Microsoft excel, Power BI, AI, Team Management, Team Building

Education

Pune University | Pune, Maharashtra
BA-Sociology | 06/2007