

Nikath Fatima

Sr.Team Leader
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AREAS OF EXPERTISE

- Effective Communication.
- Leadership
- Team work
- Project Management.
- Interpersonal skills
- Problem solving
- Expert in Delegating Tasks.

EDUCATION

Graduate: Bachelor of Science (B.Sc) Bio Chemistry (2009-2012)
Chennai, Tamil Nadu, India

MY STRENGTHS

- ❖ Self- Confident
- ❖ Self -Motivated.
- ❖ Sympathetic
- ❖ Computer literature
- ❖ Positive attitude for work.
- ❖ Passion to work.
- ❖ Excellent interpersonal.
- ❖ Confident and Punctuality

CERTIFICATIONS

- ❖ DATA SCIENCE FOUNDATIONS

PERSONAL SUMMARY

Experienced customer service manager with over six years experience exceeding customer Expectations, Improving team performance, and driving operational excellence Seeking a challenging leadership position within a customer-centric organization

PROFESSIONAL EXPERIENCE

(July 2021)- Currently Working (2+ Year)

Designation : Sr.Team leader / Quality Analyst & Trainer (sowbhagya, Stucred)

Company : Seyalon business solutions

Responsibilities Handled:-

- Hiring, training and developing new employees
- Resolving customer issues to their overall satisfaction
- Follow quality control policies and procedures to ensure compliance with scopes of work.
- Maintaining an overall management style that follows company best practices
- Performs Call Monitoring & provides Feedback on observations. Coaching agents in the team with respect to domain and communication Tracking performance, customer satisfaction ,
- Monthly / weekly reviews with the clients
- Conduct regular huddles with the team to share client expectations and trends observed.
- Reporting to senior managers & Clients.

(July 2019 to April 2021) (3 Years)

Designation : Teamleader – Inbound (Cholamandalam Investment)

Company : Customer Broadcast Pvt Ltd

Responsibilities Handled:-

- 2+ years of experience in Team Handling
- Performs Call Monitoring & provides Feedback on observations. Coaching agents in the team with respect to domain and communication.
- Conduct regular huddles with the team to share client expectations and trends observed.
- Conduct refresher training on process, ticket documentation, mandates, cm handling and communication skills.
- Strong knowledge in Inbound and outbound processes, Customer Care and Handling client escalation.
- Managing team performance (KPI reports) to increase the performance and achieved avg 95 % for last 8 Months.
- Giving prompt and accurate information on individual staff member performance. Expertise is MS excel and PowerPoint MIS Report - KPI, Calling Performance, productivity Performance Etc.

(March 2017 to July 2019) – (2 Years)

Designation : Team Leader & QA/Trainer (Servify /Credit Mantri/ Sulekha)

Company : Colossus consulting Pvt Ltd

Responsibilities Handled:

- Handling a 40 member's team
- Training new team members. Completing team-related paperwork. Attendance management.
- Performs Call Monitoring & provides Feedback on observations.
- Coaching agents in the team with respect to domain and communication. Performs Call Monitoring & provides Feedback on observations.
- Handling client escalation.
- MIS Report – Dialer Report , Dialer upload, Base allocation , performance Statistics.
- Reporting to senior managers.

(January 2013 to Feb 2017) – (4 Years)

Designation : Flyeazy Holidays

Company : Holiday Consultant

Responsibilities Handled:

- Advising clients about suitable travel options in accordance with their needs, wants and capabilities.
- Visa Process will be handled Handling Customer queries
- Booking Ticket for flight and Train.
- Acting as TL
- Coordinating with hotels and transporters.
- MIS: Daily, Weekly, Monthly.

KEY SKILLS

- | | |
|-------------------------|-----------------------|
| ➤ Leadership. | ➤ Problem Solving |
| ➤ Customer Relationship | ➤ Team Building |
| ➤ Management | ➤ Process Improvement |
| ➤ Communication | Time Management |

ACADEMIC ACHIEVEMENT

- Honor roll inclusion for higher grades.
- Perfect attendance awards.

PERSONAL DETAILS

Nationality	: Indian
Gender	: Female
Marital Status	: Single
Languages known	: English, Hindi, Urdu and Tamil

Place : Chennai, Tamil Nadu, India.