

Manjari Srivastava

E-mail: ms.manjari@rediffmail.com

Mobile: 09958360878

Objective:

To associate with a progressive company to contribute my knowledge, skills, and ability for the growth of the company that offers security and professional growth while being resourceful, innovation, and flexible.

Professional Summary:

1. **Company Name:** Global Healthfit India

City: Noida

Designation: Sr. Manager Business Operation

From: 22th Jul'19 till date

Job Description:

1. Responsible for the management of the team with a support of 2 Team Managers and 4 Team Leads to supervise the flow of the work according to operational paraments.
2. Prepared SOPs. (Inbound, Outbound, Escalation, IVR, Warehouse)
3. Prepared Quality Sheet.
4. Have designed implemented and conducted training seminars for the team.
5. Designed call flow for the entire calling process of Neuherbs.
6. Taking care of the in-house sale.
7. New initiatives were taken to bring new tools into the system that will minimize the manual work on an agent.
8. Taking care Online Review Management System. This is returned help in increase in sales number.
9. Teasers
10. Managing all the operations processes (Inbound, Inventory and Outbound) in Warehouse.
11. Maintaining the stock report according to the expire date.
12. Tracking and monitoring the whole B2C and B2B business in Warehouse.
13. Coordinating with all the logistics partners for timely delivery of the consignment.
14. Accountable for heading the process, adherence to related SLA targets, reporting, Quality control, etc.
15. Organizing MIS of customer complaint and presenting in monthly Quality Review.
16. Attending weekly / monthly / quarterly and yearly business reviews.

2. **Company Name:** V Resorts

City: Noida

Designation: Lead Training and Quality

From: 17th March'18 till 21st Jul'19

Job Description:

1. Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
2. Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction metrics.
3. Undertaking responsibilities of removing unnecessary procedures in process for efficient functioning.
4. Tracking performances of the team members and suggesting areas of improvements, facilitating & imparting training and monitoring the improvements on a continuous basis.

5. Maintaining & ensuring stringent adherence to quality standards, identifying gaps and opportunities.
Prepared training module for new joining and existing employee for all the 150+ resorts PAN India.
6. Teasers

3. **Company Name:** Tech Mahindra
City: Noida
Designation: Sr. Associate Quality
From Date: 1st Feb'17
To Date: 15th Mar'18
Job Description:

1. Preparing TNI for the process
2. Taking care of entire escalation case which customer used to create from online portal
3. Sharing feedback with the defaulter and taking appropriate action against defaulter
4. Analysis on FCR, Short calls, Re-open tickets, random check on any tickets or calls
5. Preparing dashboard of entire process and dashboard on the analysis done
6. Dip check and coverage report
7. Weekly session on latest update, quality scores, etc. and coverage report
8. Audits & Feedback

4. **Company Name:** Oyo Rooms
City: Gurgaon
Designation: Quality Analyst
From Date: 15th Oct'15
To Date: 31st Jan'17
Job Description:

1. Maintaining attendance and track of entire team
2. Conduct monthly calibration sessions with Team Leaders to develop scoring consistency and best practices
3. Produce reporting based on audits and offer suggestions, job-aids, etc. for improvement
4. Writes fundamental documentation in a clear, concise manner and according to standards
5. Utilize feedback from customers to facilitate improved quality of services being provided
6. Monitor and evaluate randomly selected calls to assess associates' service level standards and complete online evaluations of client calls
7. Complete analysis of results to identify root causes or trends that will lead to efficiency and quality gains in the contact center
8. Conduct customer interaction and ticket reviews, and complete evaluations.
9. Supplement monitor allocation performed by quality vendor, focusing on individual support and coaching for low performing agents
10. Conduct coaching sessions with associates and provide feedback addressing client service performance, product knowledge and call productivity
11. SLA Tracking and Reporting and analysis of service delivery performance metrics
12. Assist in utilizing reporting tools that track performance at a department, team and individual level to measure quality rates
13. Strong expert knowledge of Microsoft Office products, including Word, Excel, PowerPoint.
14. Perform ticket audits of each operations team, ensuring the proper documentation and workflow of service request per internal procedure.

5. **Company Name:** I energizer (MakeMyTrip)

City: Noida

Designation: Quality Analyst

From Date: 21st May'12

To date: 13th Oct'15

Job Description:

1. Audits and Feedback
2. CSAT, ASAT and FCR analysis with report
3. Escalation details shared with clients
4. Random check on short calls, high AHT calls.
5. SBS audits
6. Launching quality contest for month to encourage people for hard work
7. Inbound & Outbound calling profile
8. Inbound - Used to handle inbound queries of the customer. Also worked on Amadeus for changes in flight details (as per customer query)
9. Tried to give 100% output on every call to ensure customer satisfaction
10. Outbound - Outcall the customer for any escalation related query. Also, if the user tried to call MMT and the call got disconnected we need to outcall those guests

6. **Company Name:** Aditya Birla Minacs

City: Vadodara

Designation: Customer Support Executive

From Date: 11th Oct'10

To date: 17th May'12

Job Description:

1. Capture all customer issues, maintain a tracker, ensure regular update to all responsible parties and taking update on any pending issues that require immediate resolutions. Update the issue tracker and circulate to all stakeholders' party
2. A proven ability to support and exceed customer expectations
3. Team player in a small but dedicated department
4. Strong organizational skills and ability to prioritize work to simultaneously handle a number of responsibilities and assignments. Ability to independently plan and deploy
5. Strong Knowledge of CRM applications desirable.
6. Suggest and inform the team on any matters relating to improve customer satisfaction with all processes.
7. Communication and being a focal point of dissemination of information to the team.
8. Reliable and responsible in completing task
9. Able to work shifts, weekends and Public holidays
10. Willing to take on additional task
11. Investigate customers' complaints and rectify the problems by coming up with recommendations of possible actions and solutions
12. Fulfills requests by clarifying desired information; completing transactions; forwarding requests

Achievements

- 1) District level athletics player (Long Jump, Racing, Relay)
- 2) Cleared NISM (National Institute of Securities Markets) exams which is required under SEBI regulations. - Certification of Associated persons in the securities Markets
- 3) Got awards in professional carrier (Reward and Recognition award, Monthly winner award, Wow Champion, etc.)

Skills

- Microsoft Word, PowerPoint, Paint and Excel
- CRM: Leadsquared, Knowlarity, Limechat, Freshdesk & Navision.
- Amadeus: Checking PNR, Date Change, Cancellation and PNR Hold.
- CRS: Central Reservations System (Checking room availability, Modification, Cancellation, Booking creation)

Education:

Degree	University/Board	Year	Percentage/class
M.Sc.(I.T.)	Veer Narmad South Gujarat University	July 2010	62.46%
B.Sc.(I.T.)	Veer Narmad South Gujarat University	March 2008	52.57%
H.S.C (Science)	Gujarat Higher Secondary Education Board	March 2005	42.15%
S.S.C	Gujarat Secondary Education Board	March 2003	76.14%

Personal Details:

Date of Birth : 04th October'86
Marital Status : Married
Languages : English, Hindi, Gujarati
Passport : Yes
Present Address : Uppal Southend, Sohna Road, Sector 49, Gurgaon.
Permanent Address : Crossing Republic, Ghaziaki