

## SANCHITA CHHATRI

Phone: +91 7980330219

Email: sanchitachhatri@gmail.com

### Summary

*I carry an experience of three and half years in Quality domain, I can work independently with minimum assistance from other resources "I want to get associated and add value towards the organization's goals and where hard work, honesty and sincerity are appreciated.*

### Last Employment at Valuedrive Technologies Pvt Ltd

**22<sup>nd</sup> Oct'2021 to 4<sup>th</sup> Sep'2023- Worked in Valuedrive Technologies Pvt Ltd as Quality Analyst.**

**Promoted to Sr. Quality Analyst in Aug'2022**

#### KEY AREA OF RESPONSIBILITIES

- Handling up to 40 agents in team who use to take inbound and outbound calls for six different processes from Pan India.
- Monthly Audit Target (2000 calls in a month which includes long calls and short calls from 30 sec to 15 min)
- Delivering feedback within defined timelines and publishing report. (Twice in a month or as per the requirement)
- Responsible for the External Quality scores of the aligned team.
- Participating in calibrations.
- Conducting quality sessions for training team.
- Responsible for the RCA (Root Cause Analysis) for the process improvement.
- Motivating the team members to yield better performance.
- Monitoring process SOP in regular interval.

### Past Work Experiences

**5<sup>th</sup> Dec'2018 till 8<sup>th</sup> Oct'2021 - Worked in Q Conneqt Business Solutions Limited, (Earlier known as Tata Business Support and Services Limited) as a Customer Care Executive for Tata Steel Process.**

**Promoted as Quality Analyst in Dec'19.**

#### KEY AREA OF RESPONSIBILITIES

- Handling a team of size up to 55 agents who use to take inbound and outbound calls for 7 different processes.
- Monthly Audit Target (10% of the calls received for inbound and 4 calls per week per agent for outbound)
- Delivering feedbacks within define timelines.
- Responsible for the External Quality scores of the aligned team.
- Responsible for the Improvement in Wrong complaints of the aligned team.
- Conduct call calibrations, call listening sessions, dip check and floor walk and publish the report.
- Responsible for auditing certification calls as well as the agents in PIP and publishing daily reports.
- Responsible for sharing the voice of customer through CSAT calling, process highlights for continuous improvement of the process.
- Responsible for weekly dashboards along with MTD reports.
- Motivating the team members to yield better performance.
- Understand customer expectations and build in the required changes into the processes.
- Grooming the team members for the next level.

**5<sup>th</sup> April 2016 till 5<sup>th</sup> March 2018 - Worked in Q Conneqt Business Solutions Limited (Lafarge Process) as a Customer Care Executive.**

#### KEY AREA OF RESPONSIBILITIES

- Taking calls for inbound and outbound, handling e-mails, queries, complaints and feedback.
- Maintaining Quality Scores
- Achieving CSAT target
- Maintaining average call handling time.

**9th Mar'2014 till 5th July'2015- Worked in Zenith Technologies Private Limited as a Sales Co-Ordinating Officer. (Photo copier machines)**

**KEY AREA OF RESPONSIBILITIES**

- Responsible for handling the in-house customer queries, complaints and e-mails.
- Taking outbound calls for sales and book installation.
- Prepare challans, gate pass, invoice and handle cash.
- Responsible for after sales and service.
- Responsible for preparing the quotation and sharing through e-mails to the customers.

**13th Feb'2012 till 7th Oct'2013- Worked in Aegis BPO (Airtel Process Prepaid) as a Customer Care Executive and later moved to KNE (Knowledge Escalation Desk)**

**KEY AREA OF RESPONSIBILITIES**

- Taking calls, handling queries, complaints and feedback.
- Maintaining Quality Scores.
- Achieving CSAT target.
- Maintaining average call handling time.
- Handling escalation calls.
- Answering to agents queries and doubts.

**19th June'2010 till 21st April'2011- Worked in Aegis BPO (Vodafone Process Prepaid) as a Customer Care Executive.**

**KEY AREA OF RESPONSIBILITIES**

- Taking calls, handling queries, complaints and feedback.
- Maintaining Quality Scores.
- Achieving CSAT target.
- Maintaining average call handling time.

**18th July'2006 till 19th May'2008-Worked in Reliance BPO Private Limited (Reliance Process Prepaid & Postpaid) as a Customer Care Executive.**

**Promoted as Customer Support Leader in July'2007**

**KEY AREA OF RESPONSIBILITIES**

- Taking calls, handling queries, complaints and feedback.
- Maintaining Quality Scores.
- Achieving CSAT target.
- Maintaining average call handling time.
- Handling escalation calls.
- Responsible to help the agents with their queries, doubts and guide them finding the answers in the intranet as per the customer's query.

**Recognition & Achievement**

- **Reliance BPO** - Reward for best CCE and promoted to postpaid within 8 months and later transferred to escalation desk .
- **Aegis BPO** – Performance based reward (6 times) and also got transferred to escalation desk.
- **Tata Business Support Services** – RNR award within first three months of employment. Awarded with “League Of Extra Ordinary”.
- **Conneqt Business Solutions Limited, (Earlier known as, Tata Business Support and Services Limited)** – RNR award for 4 times. Awarded with “League Of Extra Ordinary”.
- **Valuedrive Technologies Pvt Ltd** – Achieved star performance of the month (10 times gold award) and has been awarded by the same from last six months consecutively.

### Credentials

Qualification	Board/University	Year of passing
B.A (Hist-H)	Ranchi	2002
Intermediate (12th)	Patna Board	1996
Matriculation (10th)	Patna Board	1994

### COMPUTER KNOWLEDGE

- Basic computer knowledge
- MS Office (Excel, Word & PowerPoint)

### Strengths

- Strong communication, interpersonal, learning and organizing skills matched with the ability to manage stress, time and people effectively.
- Proven strength in problem solving, coordination and analysis.
- Achievement oriented with excellent time management skills and an ability to manage change with ease.
- Strongly believes in discipline and maintaining a healthy environment, with an excellent listening skill.

### Personal Details

**DOB:** 15th October 1981 (female)

**Nationality:** Indian

**Marital Status:** Married

**Language known:** English, Hindi and Bengali.

**REFERENCE:** Can be forwarded on request.