
PRATIBHA KANNOUJE

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PROFESSIONAL SUMMARY

10 years of successful experience in customer service, Analytics and Quality. Recognized constantly for performance excellence and contributions to success in Quality, Delivery Analysis services and customer support Industry. Strengths in Customer solutions and Analytical backed by training in Six Sigma, Agile, Lean, Domain (Order to Cash in Supply chain management). Enthusiastic Leadership skills eager to contribute to team success through hard work, attention to detail and excellent organizational skills.

ACCOMPLISHMENTS

- Awarded for the submission of **12 ideas** which resulted in considerable process improvements. (IBM)
- Appreciated by the DPEs for two different accounts for timely acknowledging the request and being able to complete the request & analysis before time. (IBM)
- Received 3 silver & 4 Bronze Awards for teamwork and customer satisfaction (Genpact)
- Won Quality quiz (Genpact)
- Spot award for customer appreciation (Genpact) Team award for excellent performance of the team (Genpact)
- Got business impact of **104.7K in 2015**
- Groomed team members to grow in their career path and 80% got promotions as Process developer.
- Active **Quality improvements** for the team – **five Lean projects** during 2010-2015 reduction of **3 FTEs** with the **BI of 20 million in 2013**

SKILLS

- | | |
|------------------------------------|--------------------------------|
| • Customer Support | • Staff Scheduling |
| • Escalated calls management | • Quality Assurance & Analysis |
| • Ensuring SLA/KPI | • Performance Assessment |
| • Verbal and Written Communication | • Recruitment and Hiring |
| • Domain Expertise(SCM) | |
| • Claim Code Creation/Assignment | |
| • Training Management | |

WORK HISTORY

Experience

IBM – Delivery Analyst, Agile Facilitator Sep 2016 – May 2020

Responsibilities as a Delivery Analyst:

- Worked with IBM as Delivery Excellence for North American Division till May-2020

- To analyse the workflow data and preparing dashboard, trends, PBAs (Process behaviour analysis) ,data matrix performed by Operation/Technical Team
- Performed Work Load analysis for accounts.
- Evangelized **Agile** as strategic asset of culture and business value.
- Collaborated with the clients, team members to define solutions and worked towards finding the **DPM** (defect prevention method)
- Introduced **SHERPA** (Systematic human error reduction & prediction approach) analysis as part of **HELP** (Human Error Lessening Project) project in order to reduce the Human errors in the teams.
- Worked for the account like APMM & DSG by creating Claim codes for the projects
- Creation of Account IDs & Work Items for the agents.
- To Publish Delinquency report including the claim code detail, discuss the area of cost reduction by analysing the report with the DPEs & SDMs.

Responsibilities as Agile Facilitator:

- Lead **daily stand-ups** for multiple accounts.
- Groomed account members on agile processes.
- Facilitated **planning meetings and retrospectives**.
- Maintained task board and produced daily burndown charts.
- Conduct One on One sessions with employees to understand their pain points.
- Conducting Group events
- Facilitating agile events like **Mood marbles, Dot voting, Affinity mapping** and analyzing the results and giving insights to management as areas of improvement.
- **Timeboxing** the meetings and discussions
- Engaging the participants through group activities to help them collaborate and continuously improve.
- Conducting **fun Quality & Agile quiz** on fun Friday's.
- Provided extensive guidance on **Agile scrum processes** and **methodologies** to highly effective teams with goals of improving quality and productivity.

Experience

2010 – 2016

Genpact- Management Trainee, Customer solution specialist

- Managed over 30 members in 24/7 shift.
- To work with different plant sites, resolving any queries via call and releasing materials (**GEHC** parts of the equipment) for urgent orders
- Came up with an idea of daily stand ups within the process to create **transparency**, plan on clearance of **backlogs**.
- Came up with an idea of **cross training**, emphasized to remove **dependency** with the process, which resulted a smooth going process eventually.
- Trained ,mentored and provided **Domain end to end knowledge** to the New FTE's in Customer Service team

- Initiated class room trainings for more than 50 members to provide knowledge on Domain.

EDUCATION

- BSc-Biotechnology, (2010) from Andhra University
- Passed 10+2 (2005) from National College, Orissa (HSE Board)
- Passed S.S.C (2003) from Saraswati Vidya Mandir (CHSE Orissa State Board)

CERTIFICATIONS

- **CSM (Certificant ID: 001470814)**
- **Agile Scrum Master** (Certification from Simplilearn)
- **CBAP** (Certified Business Analysis Professional) Certification from Simplilearn
- **Agile practitioner** certified
- **Basic Lean** Certification
- **Six Sigma** (L1 certification)
- **L1 O2C domain** certification (Conducted & facilitated **O2C** training across the accounts)
- Pursuing **Business Analyst(BA)** certification course from Simplilearn.

PROJECTS

- CBAP projects: - **Library Management System & WhatsApp Pay**
- Agile Scrum Master Project: - **Smart Weather** (With Jira)