

# Geeta Kulkarni

## Trade Desk Manager

Objectives Enthusiastic professional with 10 years of work experience in international voice, technical support, domestic BPO and in Banking sector. Senior Quality Analyst with 7 years of work experience working on leading international and domestic BPO and BPO software solutions. Personally handled 120+ Calls daily (Inside Sales, Tech support, Offline Sales, Social Media process (FB & Insta), and customer service. Accumulating a 95% customer Satisfaction rating over my career. Also received the Start business award, Best QA, Best performer, and Quick learner award.

## Work History

**2022-11 -  
Current**

### Bank - Trade Desk Manager

*ICICI Bank Limited, Bangalore*

- Achieved successful resolution of legal issues in trade, including cases reported by the Reserve Bank of India (RBI), while maintaining a high trade accuracy of 95% to 99%.
- Managed a team of five members and effectively handled inward and outward payments, including EEFC conversion.
- Issued bank guarantees to premium customers of ICICI Bank, ensuring smooth transactions.
- Regularized shipping bills and performed bill of entry knocking off, maintaining compliance with trade regulations.
- Approved I MEMO transactions and actively contributed by submitting monthly creative ideas to improve the trade process.
- Worked on the Trade Online Project with senior managers, enhancing efficiency and digitalization in trade operations.

**2022-04 -  
2022-08**

### Software Quality Analyst Assurance

*BPO, Flobiz, Bangalore*

Achievement: Developed new audit form, enabling 300-400 daily audits with a 92% quality score for inside sales.

## Contact

### Address

Bengaluru Karnataka

### Phone

9900357349

### E-mail

1rn10mca16@gmail.com

## Skills

BondDesk Group Trader  
WorkStation

Intuit Quicken Rental  
Property Manager

Patents and trademarks

Helpdesk services

Foreign Trade Zone  
management

Service desk oversight

Excellent managerial  
techniques

## Languages

English

Hindi

Kannada

Responsibilities:

- Monitored and provided feedback on inside sales calls using auditing software.
- Managed a team of 35-45 members, including inside and offline sales teams.
- Conducted Meetings of Minutes (MOM) and analyzed audits (AOA) to improve processes.
- Audited offline sales data, including image checks and call/email evaluations.
- Provided feedback and process improvement suggestions to Business Development Executives (BDEs).
- Communicated with Zonal Managers (ZMs) to address critical issues.
- Conducted daily audits of 350-400 offline sales data points.
- Prepared and shared weekly reports with ZMs for sales and operational improvement.

2021-12 -  
2022-03

### **Senior Quality Analyst - Ecommerce Project**

*Talent Stock, Fashnear Technology, Bangalore*

Achievement: Managed a team of 4 junior QA professionals and 4 junior trainers across 4 locations, achieving a 95% AOA accuracy for certifications.

Developed a new audit form for Root Cause Analysis (RCA) and the bottom quartile team.

Responsibilities:

- Oversaw operations at Hyderabad, Mysore, Jamshedpur, and Noida Centers, with 2 QAs and 2 Trainers reporting from each center.
- Conducted soft skill and process training sessions for QAs and trainers as required.
- Performed internal calibration sessions to ensure consistency and alignment among QAs, TLs, and trainers.
- Conducted external calibration sessions with agents in the bottom quartile to address performance gaps.
- Identified agents needing refresher training based on QA scores.
- Ensured timely communication of process updates to QAs, trainers, and agents.
- Conducted DIP checks, brainstorming sessions, and PKT for the assigned center in Hyderabad.

2021-06 -  
2021-12

## Senior Quality Analyst/Trainer

*Nityo Infotech, WIBMO, Bangalore*

- Achievement: Successfully identified and flagged 120 fake calls in a month while maintaining a high customer satisfaction (CSAT) score of 98%.
- Conducted training sessions for the team based on process requirements, management requests, and client needs.
- Performed call audits and delivered feedback via email to enhance agent performance.
- Conducted email audits to ensure compliance with quality standards.
- Held client update briefings to keep the team informed about relevant updates and changes.
- Prepared and submitted weekly, hourly, and fortnightly reports on performance and key metrics.
- Managed premium customers of PayZapp, resolving their needs and escalations promptly, and handled customer escalations for premium customers of HDFC Bank using PayZapp.

2015-05 -  
2015-12

## Senior Quality Analyst

*Accenture Services Private Limited, Bangalore*

- Achieved the Start Business Award for maintaining high client quality scores (96%) and internal process QA scores (92%) while completing 250 to 300 audits daily using an automated tool.
- Provided account growth ideas to Instagram account holder partners and addressed their queries regarding the BOI program.
- Resolved various account-related issues for Instagram partners, including account hacking, copyright concerns, imposter accounts, action block issues, and action/reaction problems.
- Scheduled and conducted programs such as Master Classes, Create Together Programs, Webinars, New Updates Programs, and LIVE Q&A Sessions for premium partners.
- Handled inbound and outbound calls and emails, assisting premium partners with account-related queries and concerns.
- Conducted training sessions based on client

requirements.

- Reviewed Facebook ads to ensure compliance with the 54 policies of Facebook, providing feedback as a Quality Auditor.
- Managed a team of 45 individuals from two teams, conducting regular PKTs (Process Knowledge Transfer) and providing cross-training and feedback to improve performance.

**2014-12 -  
2015-04**

## **Senior Process Executive**

*Aegis, Bangalore*

- Achievement - Completing 120 educational and employment background verification for assigned organizations
- Education Background Verification for EMEA and US countries employees
- Employment Background Verification for APAC and US countries employees
- Cybil Background Verification check for APAC countries employees
- Calling and sending an email to universities for education background check
- Calling and sending an email to employees' previous organization for employment check
- Documents verification

**2013-08 -  
2014-08**

## **Customer Process Executive**

*Concentrix IBM Daksh, Bangalore*

- Achieved high customer satisfaction by handling premium customers of Citibank, maintaining a CSAT score of 90%.
- Managed inbound and outbound calls for VBHC real estate business, addressing customer queries and providing assistance.
- Handled account-related queries, reward points inquiries, debit/credit card issues, and login ID/password-related concerns for premium customers of Citibank.
- Responded to customer queries and emails promptly and effectively.
- Received recognition and awards, including "Creative Performer" in Trade with an Amazon gift voucher, Best Trainee award in WIBMO, IBM Certified in DB2, Best Employee and Best Performer on the team, and Star Business Award

in Quality Analysts at Accenture.

- Participated in a workshop on emerging web technologies (Jsp2).

## Education

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### 2007-06 - Bachelor of Science

2010-04 *GND College - Bangalore*

Participating in sports, won the award.

### 2010-06 - MCA - Master of Computer Application: 2013-04 MCA

*RNSIT College Bangalore - Bangalore*

## Certifications

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Green Six Sigma Belt and Digital Marketing Course – Digital Marketing course and Lean Six Sigma Green Belt course has completed from The Knowledge Academy, Bangalore pending with certifications.

## Personal details

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Marital status - Married

DOB - 22 June 1989