

SHAGUFTA KHAN

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A Brief Overview:

Effective communicator with excellent analytical & organizational building abilities. To learn and function effectively in an organization and be able to deliver to the set targets. To become a successful professional and to work in an innovative and competitive world.

EXPERIENCE

FROM 7TH SEPTEMBER 2016 TO 4TH APRIL 2020

SENIOR ASSOCIATE, IDFY (BALDOR TECHNOLOGIES PRIVATE LIMITED)

Initially worked as an Associate in Employment Team

Job Responsibilities:

- Initiating the cases in 1 day TAT
- Following up on High TAT's and ensuring the positive closure from the customer.
- Achieved the closure target as an individual and as a Team.
- Followed up with the vendor, to ensure the site visit is done correctly.
- Handled online payment cases and maintaining the daily Invoice tracker.
- Handled the team as an ATL in absence of Team leader.

Promoted to Senior Associate and then worked as Quality Analyst in Quality Team.

Job Responsibilities:

- Checking the closure reports done by the Operations Team.
- Auditing the Site visit report.
- Handling quality check for various process.
- Report writing.
- Monitoring the calls and emails.
- Conducting feedback meets.

Later on, designated as an Interim Team Leader.

Job Responsibilities:

- Handling the Employment Team.

- Team management (Managing the team, attending to their queries and escalations, reiterating the process on regular basis, Managing the work flow, managing conflicts, Training counselling)
- Increasing Productivity (Output/Input) of the team and managing the TAT.
- Handling internal and external emails.
- Handling the Key clients and Priority emails.

FROM 6TH APRIL 2020 TILL PRESENT

EXECUTIVE - OPERATIONS, DUN AND BRADSTREET INDIA PRIVATE LIMITED (FOR TRANSUNION CIBIL)

Currently working as Quality Analyst in Quality Team.

Job Responsibilities:

- Maintain customer satisfaction by providing quality service to client and member regarding their Cibil subscription and queries.
- Working on the calibration sessions within the Quality Assurance Department.
- Auditing the email of various process to ensure customer experienced is not impacted by balancing the process flow and customer's concern.
- Provides ongoing feedback to help develop, encourage, motivate, train and help improve the individual and team performance.
- Accurately inputs evaluation information into Scorecards and thoroughly documents all comments.
- Identifies best practices and reports them to Quality team lead.
- Complete analysis of results to identify root causes or trends that will lead to efficiency and quality gains in the organization.
- Produce reporting based on audits and offer suggestions, job-aids, etc for improvement.

EDUCATION

JUNE 2016

BSC-IT, MAHARASHTRA COLLEGE OF ARTS, SCIENCE AND COMMERCE

SCORED – 70.57% | A GRADE

MAY 2013

HSC, MAHARASHTRA COLLEGE OF ARTS, SCIENCE AND COMMERCE

SCORED – 52.17%

MARCH 2011

SSC, HOLY CROSS HIGH SCHOOL

SCORED- 79.27%

ACHIEVEMENTS

- Received Letter of appreciation from the CEO of the company for the efforts and hard work exhibited in clearing the backlog.
- Secured Second spot among 100 Students at the Tech – Trivia – 13 held at Maharashtra College of Arts, Science and Commerce.
- Member of the team “TECHNOLOGICAL ENTREPRENEURS” at MAHABUSINESS 2015.

ACTIVITIES

- Listening to music.
- Reading books.
- Sharing the knowledge.
- Making friends.

SKILLS

- Communication.
- Active Listening.
- Ability to Work under Pressure.
- Decision Making.
- Knowledge about MS Office, MS Word, Excel.

PERSONAL DETAILS

- Date of Birth: 28.04.1995
- Gender: Female
- Father name: Muslim Khan
- Mother Tongue: Urdu
- Nationality: Indian
- Marital Status: Unmarried
- Languages known: English, Hindi, Urdu, Marathi