

**Sana Mansur Shaikh**  
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Intent to build a carrier with leading corporate of hi-tech environment with committed and dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging and creative environment.

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### **Work Experience**

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**TELUS International Pvt. Ltd.**  
**Project Co-ordinator (June 2021- Till date)**

#### **Key Deliverables:**

#### **Scope of Work:**

- Planning and management of projects and sub-projects independently or in cooperation with PMs.
- Project Team Management
- Ensuring timely delivery as per customer quality requirements
- Client communication (intercompany and external)
- Project administrative tasks
- Project Manager backup
- Quality Analysis
- Vendor coordination
- Train and develop the new team members in terms of processes, function, quality standards and systems.

**Lionbridge Technologies LLP**  
**Project Co-ordinator (July 2019- June 2021)**

#### **Key Deliverables:**

#### **Scope of Work:**

Project Coordinator (Project Management) – Lionbridge Technologies Pvt. Ltd. (As a contractor) and promoted as Project Coordinator in TELUS International.

- Artificial Intelligence based process working for Machine intelligence as an Associate.
- Promoted as a Project Coordinator in the same process.
- Responsible for handling daily queries, requests and complaints of raters received via tool from raters or through the Community Team. Responsible for doing the evaluation of all complaints/correspondence received by the management desk.
- Identify, analyse and do root cause analysis of complaints of raters.
- Responsible for end-to-end ownership of all complaints of raters.
- To proactively work and participate in initiatives taken up for improvement.
- Train and develop the new team members in terms of processes, function, quality standards and systems.

**Accenture Pvt. Ltd.**  
**Back Office Executive**

**(September 2017- January 2019)**

**Key Deliverables:**

**Scope of Work:**

- Working as an associate in an Artificial Intelligence for Facebook process.
- Worked as a Transcriptionist i.e., Listening to audios or Videos and typed in Hindi or English Language.
- Artificial Intelligence based process working for Machine intelligence as an Associate (Transcriptionist)
- Promoted as a Quality Analyst in the same process.
- Checking and analyzing data of the other associates.
- Working on quality, handling quality reports and rectifying the errors and explaining to the team.

**Vodafone Private Limited:**  
**Back Office Executive**

**(May 2016 – August 2017)**

**Key Deliverables:**

**Scope of work:**

- Handling Customer Queries like requests and complaints via Mails. Providing resolution to the customer on call and on email.
- Providing end to end detailed analysis for cases to the Senior Management for gap identification, system issues rectification and for process improvement to give better customer service and experience.
- Analysis of the complaints flowing to the team. Process improvements for the smooth operations of the team
- Attending walking customers on behalf of Nodal and Appellate authority.

**Specialization**

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Bsc (Computer Science)

**Qualification Summary**

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- **BSC Computer Science**, 2015 Ramniranjan Jhunjhunwala College - Mumbai University with First Class (76%) (A Grade)
- **HSC Science**, 2012 Ramniranjan Jhunjhunwala College - Maharashtra Board with First Class (62%)
- **SSC**, 2010 Saraswati Vidya Niketan - Maharashtra Board with First Class (92%)

**Key Skills**

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- Leadership Qualities and Smart working nature
- Good Motivational and Communication skills
- Ambitious, Enthusiastic and Dedicated to Work
- Strong communication, interpersonal, learning and organizational skills

## **STRENGTHS**

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- Disciplined, dedicated, and committed, with an ability to easily adapt to changing work environment and technology
- Achievement oriented with excellent people management skills.
- Hard worker and team facilitator.

## **ACHIEVEMENTS**

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- Designated as Project Coordinator.
- Awarded by Head for the excellent service and quick resolution. Got appreciation emails from Higher Authorities.
- In current role got confirmed with higher rating and appreciation from the Head of Department

## **Extra Curricular**

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- English and Marathi Typing Certification (40 wpm)
- MSCIT Certification

## **Personal Dossier**

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<b>Date of Birth</b>	: 1st June 1995
<b>Gender</b>	: Female
<b>Language proficiency</b>	: English, Hindi, Marathi, Urdu
<b>Marital Status</b>	: Unmarried
<b>Nationality</b>	: Indian

**Date:** .....  
**Place:** .....

**Regards,**  
**Sana Shaikh**