

RESUME

C.SANGEETHA
Arun Excello Narmada
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CAREER OBJECTIVE

- Customer service professional dedicated to effective team management and customer satisfaction.
- Management professional effective at building highly-motivated teams, as well as leading cross-functional teams in a fast-paced environment.
- To serve in an esteemed company that would challenge my talents and skills and grow professionally with the company and work hard with good anticipation.
- To be an asset to the organization by contributing towards its development by utilizing my skills and abilities.

ACADEMIC RECORD

- B.A English Literature
S.D.N.B.Vaishnavcollege for Women
Chrompet, Chennai.

- **HIGHER SECONDARY**

KendriyaVidyalaya,
Tambaram, Chennai.
Secured 60% (CBSE)

- **SKILLS & COMPETENCIES**

- Trained in Six Sigma Green Belt
- 7 QC Tools Implementation
- Proficient Problem Solving Skills
- Advanced Trouble Shooting Skills
- Accurate Data Entry an Data Analysis
- Customer Relationship Management Software (CRM)
- Exceptional telephone etiquette
- Process improvement specialist
- Effective workflow management
- Adherence to high customer service standards
- Customer-focused
- Microsoft Outlook, Word and Excel
- Excellent Organizational skills and Time Management
- Strong Leadership
- Excellent verbal and Strong written communication skills.
- Knowledgeable in Customer Service protocols and Quality Control Principles.
- Able to think proactively and Adept in multitasking

- Ability to learn quickly
- Quality Training
- Quality Management
- Quality Control
- Organizational Development
- Leadership Training
- Call Quality Auditing

WORKING EXPERIENCE

- **Currently working at Indusind Bank as Quality Manager – TRM(From 6.3.2023 till 6.7.2023)**

Key Responsibilities as Quality Manager:

- Responsible for planning, directing, and coordinating quality activities.
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- Responsible for managing team to obtain high levels of performance in gross approval rates, compliance to TAT, cross sale products while maintaining quality for Personal Loan, Credit Card, Credit Card Up gradation, Debit Card up gradation.
- Executed tasks effectively and efficiently, resulting in a 15% increase in departmental productivity.
- Demonstrated strong ability to do quality work for the usual projects that an individual would be assigned at this level.
- Analyzing and interpret data to understand key business issues, and recommend appropriate solutions for process metrics like sale of Personal Loans, credit cards, up gradation of Credit card and Debit Card and cross sale products, FTNR, declinals, curables, approval rate trends and strategizing performance for forthcoming month.
- Designing and maintaining score cards for team performance in coordination with the daily and weekly achievable rolled out to the team and keeping a tab on attaining the team targets on time.
- Work in coordination with support functions (Sales, AFU etc.) to ensure team gets the required support to deliver business goals and achieve targets.
- Committing and deliverance of costs and keeping budget under control in terms of salaries, incentives, vendor costs and training expenditure.
- Collaborate with the upper management team to set quality benchmarks
- Create standards in accordance with industry standards and customer expectations
- Identify quality control processes to ensure criteria are met at all times
- Brainstorm ideas to increase productivity and performance
- Holistic Management of all Hygiene & Business Parameters
- Manpower Productivity
- Updating Manpower on Policy/Process changes & ensuring 100% adherence
- Provide Training for the New Joinees and Refresher Sessions for existing employees.

- Provide support in Dialer Management in uploading Data Base.
- Provide support in adding Customer mobile numbers in DNC List as per request.
- **Worked in Matrimony.com as Senior Quality Analyst (From 7.09.2022 till 15.2.2023)**

Key Responsibilities as Quality Analyst:

- Assisted in the management of a team of customer service representatives, resulting in a positive impact on the company's overall performance.
- Demonstrated strong attention to detail, resulting in a 25% decrease in errors.
- Provided support to senior customer service managers, resulting in a positive impact on the company's overall performance.
- Auditing calls and handling audit targets as per client schedule.
- Live Monitoring the calls done by the customer care executives.
- Guiding the customer care executives to gain good customer experience.
- Process Improvement Coaching and analysis done to ensure Quality of the process.
- Providing training to new trainees regarding Quality.
- Ensuring team members to initiate Kaizen to improve process KPA.
- Conducting internal calibration and certification for the new hired trainees.
- Collating and Escalating process suggestions and ambiguities to the client.
- Maintaining Daily Dashboards and other base reports.
- People Management - Setting Objective, Giving Tasks, Recognition and Rewarding.
- **Worked in Hermes I Tickets Pvt Ltd as Senior Quality Analyst (Support Functions - from 26.10.2021 till 31.7.2022)**

Key Responsibilities as Senior Quality Analyst (Quality Department -BPO):

- Experienced Customer Service Manager with experience in leading and managing a team of customer service representatives to achieve and increase in customer satisfaction ratings.
- Successfully developed and implemented new customer service policies and procedures resulting reduction in customer complaints.
- To Fetch the calls from convox Software randomly and audit the same.
- Do Quality check on Calls and report it to the respective Managers on Daily basis.
- Do Quality checks on Emails & respond directly to the customers.
- To give quality feedbacks as per call and rectify staffs mistakes.
- Analyzing the Root cause for the escalations and provide solutions to prevent Repetition of Error in future.
- Preparing Quality Training Presentations and Soft Skill Presentation on Quarterly basis and weekly reports of the Quality Audits.
- Modifying Quality Parameters once in 6 months.
- Supporting Toll Free calls whenever call flow is huge.
- Providing Process Improvement ideas.
- Involved in conducting refresher training sessions whenever required.
- Maintaining Attendance, Productivity Tracker and Quality check list.
- Preparing training documentation for monthly refresher training.
- Creating Process SOP of Quality Audit.
- Preparing & conducting Product knowledge Test to all the calling staff's on monthly basis.
- Involvement in Mock calls.
- Online/offline monitoring of agent calls to audit and scrutinize.

- Reviewing the performance of the Agents.
 - Taking training for new batches regarding quality parameters.
 - Update the Quality Top Performer for the month and Give out the Rolling Trophy for them.
 - Updating Visual Chart of the Quality Scores of the Individuals named as Green Star.
- **Worked in Wirecard India Pvt Ltd as a Quality Analyst & Dialer Management (Support Functions - from 17.02.2014 till 08.10.2018)**

Key Responsibilities as Quality Analyst (Quality Department -BPO):

- Identify and give feedback on agent shortcomings in soft skills and process knowledge.
- Online/offline monitoring of agent calls to audit and scrutinize.
- Working on Daily Reports on Quality Deviations.
- Auditing calls based on set parameters and CTQ's.
- Involvement in Mock calls.
- Taking training for new batches regarding quality parameters.
- Preparing shift timing reports maintenance.
- Reviewing the performance of the Agents.
- Giving Feedback to operations regarding any deviations in process.
- Working on Reports and Analysis.
- Update the Quality Top Performer for the month and Give out the Rolling Trophy for them.

Key Responsibilities as Dialer Management:

- Provide Training on the Dialer to the required Department.
- Troubleshoot the issues faced with the Dialer software.
- Call recordings done for the Toll free.
- Prepared schedules for the various team members in the department to ensure efficiency.
- Resolved issues with the assistance of the various departments.
- Prepared a training schedule and incorporated various events in the workforce Management software.
- Coordinated with the Call Centre Management team to incorporate the Team members and Staffs.
- Provided regular data to the Call Centre Management to improve their productivity.
- Analyzed the call flow to make the necessary recommendation to improve call handling.
- Monitored the call campaigns to increase the percentages with the help of the available Resources.
- Administered the working of the outbound & inbound dialer.
- Maintained records of daily dialer download to ensure that the efficiency of the inbound & Outbound calling is not affected.
- Maintained the profiles and added the new ones to the systems as and when needed.
- Conducted the regular audits to ensure that all the leads provided are in line with the Departmental policies.
- Prepared reports on daily basis on calls to be submitted to the management.
- Analyzed the various calling strategies and then resolved any problems and suggestions.

Additional Responsibilities:

- Involving in Interviews for the call center agents.
- Attendance Maintenance and send the same through Mail on daily basis.
- Involvement in Office Cultural Events.
- Involvement in Stationeries requirement for the Team.

- Involvement in getting Feedbacks from the New Joinees who attended Training and moved to the respective department.
- Involvement in ISO Audit meetings.
- **Worked as a Helpdesk Executive in Mahindra & Mahindra Ltd through Layam Flexi Solutions (From November 9th 2009 till December 1st 2010)**

Key Responsibilities:

- Pan Card Processing
- Booking Travel tickets
- Helping out in paying bills for the Mahindra employees
- Maintaining the attendance & leave details of contract employees
- Scheduling Drivers shifts and their overtime duty roster
- Joining formalities of contract employees
- Maintaining MIS reports
- Preparation and maintaining the statutory records of the contract employees for audit.
- **Worked in IBM, DLF, and Chennai as a Helpdesk Executive through Lesconcierges (From Feb 1st 2007 till November 6th 2009).**

Key Responsibilities:

- Pan Card Processing
- Passport Processing
- RTO Jobs, Ration Card Processing
- Booking Tickets(Travel and Movie)
- Helping out in Paying Bills, Bank Works, Income Tax returns filing and arranging travel packages for the Employees of IBM.
- **Worked as a customer support Executive in ABT Maruti (Insurance Renewal Department) for 1 year(From 01-feb-2006 to 13-feb-2007)**

STRENGTHS

- Punctuality
- Hard work to achieve commitments in life.

PERSONAL PROFILE

NAME : C. Sangeetha

HUSBAND NAME : S. Harikumar

DATE OF BIRTH : 27-9-1985

MARITAL STATUS : Married

PERMANENT ADDRESS : Arun Excello Narmada,
Door No .2116, Block 2,
1st Floor, Thellimedu,
Singaperumal Koil - 603204
Mobile no: 09791114085

LINGUISTIC ABILITIES : To speak, read and write Tamil, English & Hindi.

DECLARATION:

I firmly declare that the above details provided by me are true to the best of my knowledge and belief.

(C. SANGEETHA)