Mayuri Mishra

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4/2, Meghwadi, Jogeshwari (E), Near Shivsena Sakha. Mumbai 400 060**:** Mobile 8454084082

# OBJECTIVES

* Focused on meeting customer expectations and achieving company goals.
* Experienced and knowledgeable about TPA practices and regulatory requirements.
* Directs and motivates employees to accomplish challenging performance and quality objectives.

**WORK EXPERIENCE**

**3.HEALTHASSURE PVT LTD: Team** **Leader – Quality, Grievance & Customer experience**

# Mumbai

Feb 2016 – Present

**Quality and Grievance handling**

* Listened to calls either recorded live or side-by-side while communicating.
* Encouraged good practices and discouraged bad ones.
* Identified calls failing to meet predefined standards and identified the problem.
* Implemented agent training and coaching initiatives.
* Understood the priority of the organization and evaluated call behaviours for regulatory compliance and adherence to policy.
* Provided customer feedback and internal compliance feedback to management
* Sharing feedback with subordinated, handling the daily production data of the team members
* Conduct refresher training, process knowledge sessions for new hires, and regular team huddle on process updates and opportunities to improve
* Working on RCA and corrective actions.
* Taking initiative in developing a plan to reduce client error.
* Enhanced training programs to strengthen employee knowledge and promote new managers from within.
* Handled customer complaints, resolved issues and adjusted policies to meet changing needs

## CUSTOMER EXPERIENCE

* Within customer service/experience, serve as the champion of the customer, constantly improving customer experience to reduce the need for customer service; build a customer service infrastructure that delivers high customer satisfaction
* Take a customer-centric approach to all initiatives, questioning assumptions and convention. Consider the business needs for the next 3-5 years, and builds towards that goal
* Anticipate customer needs and monitor competitive landscape, especially with respect to

operations initiatives

* Work to build a team environment with strong morale, positive energy and a goal-oriented culture

**1.Teacher at Satpath Inter Collage UP– 2012 – 2015**

**SKILLS**

* Superior ability to manage time to meet multiple priorities and deadlines
* Share knowledge effectively within the quality team
* Grievance resolution
* Quality calibration with team members and other support staff and team leads

# EDUCATIONAL QUALIFICATION

|  |  |  |
| --- | --- | --- |
| **Qualification** | **Major** | **Passing Year** |
| M.A | Sociology | 2011 |
| B. A | English, Sociology | 2009 |
| HSC | Board Subjects | 2006 |
| SSC | Board Subjects | 2004 |

# PERSONAL DETAILS

DOB : 5th June 1990

Gender : Females

Marital Status : Unmarried

Nationality: : Indian

Language : Hindi, Marathi and English

**SOFT SKILLS**

Basics of MS Word, Excel and power point

**HOBBIES AND INTEREST**

• Watching Movies, Cartoons, Chess, Reading, and Music

# AWARDS AND ACHIEVEMENTS

* Got an award from Shi Ghanshaym Das Poddar International School for singing
* Rep of the month – HealthAssure
* Productivity champ of the Month – HealthAssure
* Employee of the year- HealthAssure

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