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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Moncia Maria Aldridge**  Team Lead   |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | |  | Bengaluru, India 560032 |  |  |  | | --- | --- | |  | 9535489098 |  |  |  | | --- | --- | |  | moncia24@gmail.com | | |  |  | | --- | --- | |  | www.linkedin.com/in/moncia-aldridge-074b2946 | | |   Multi-tasking Team Leader well-known for executing successful, new initiatives. Creates dynamic and positive workplace culture to align with organizational mission and values. Trains new hires and mentors struggling workers to achieve overall team success. Supportive Team Lead with 5 years of experience leading teams. Expert in following detailed production schedules with distinguished history of maximizing productivity. Committed to proactive reorganization for optimized safety and efficiency.   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Skills**   |  |  |  | | --- | --- | --- | |  | |  | | --- | |  | |  |  |  |  | | --- | --- | --- | |  | |  | | --- | | Communication Skills | |  |  |  |  | | --- | --- | --- | |  | |  | | --- | | Leadership and Teamwork | |  |  |  |  | | --- | --- | --- | |  | |  | | --- | | Interpersonal and | |  |  |  |  | | --- | --- | --- | |  | |  | | --- | | Communication skills | |  |  |  |  | | --- | --- | --- | |  | |  | | --- | | Good time management | |  |  |  |  | | --- | --- | --- | |  | |  | | --- | | Problem-solving & | |  |  |  |  | | --- | --- | --- | |  | |  | | --- | | Decision-making | |  |  |  |  | | --- | --- | --- | |  | |  | | --- | | Effective leadership and | |  |  |  |  | | --- | --- | --- | |  | |  | | --- | | Management | |  |  |  |  | | --- | --- | --- | |  | |  | | --- | | Planning and research | |  |  |  |  | | --- | --- | --- | |  | |  | | --- | | Coaching or mentoring | |  |  |  |  | | --- | --- | --- | |  | |  | | --- | | Hands-on training | |  |  |  |  | | --- | --- | --- | |  | |  | | --- | | Production monitoring | |  |  |  |  | | --- | --- | --- | |  | |  | | --- | | Performance improvement | | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Work History**   |  |  | | --- | --- | | **2015 - 2022** | Team Lead  *JP Morgan India, Services Pvt Ltd, Bangalore*   * Ensure accurate and timely completion of operational procedures * Understand follow and demonstrate compliance with all Risk and Control * Work Allocation and monitoring * Minimized resource and time losses by addressing employee or production issue directly and implementing timely solutions. * Active involvement in and contribution to Global Projects/local Initiatives * Assist and ensure a competitive and transparent work culture * Identify, evaluate and deliver process improvement initiatives * Manage and lead discussions on exceptional cases * Effective business relationships with cross functional and geographical teams * Commitment to quality and control * Creation of Fact sheets for stake holders which contains performance data * Ensuring attention to detail * Worked on tools such as Connect, Adtrax, Nexus, MPS, Alteryx * Profiles handled currently as Strategy, Composites, Hedge Funds. * Trained new team members by relaying information on company procedures and safety requirements. * Coached team members in techniques necessary to complete job tasks. |  |  |  | | --- | --- | | **2015 - 2022** | Team Coach  *JP Morgan Services India Pvt Ltd, Bengaluru*   * Resolve customer complaints or answer customers' questions regarding policies and procedures * Supervise work of team to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems * Provide specialist with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes * Implement policies, procedures, and service standards in conjunction with management * Discuss job problems with employees to identify causes and issues and to work on resolving problems * Train specialist in job duties or company policies or arrange for training to be provided * Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action * Review reports pertaining to activities such as production, verify details, monitor work activities * Interpret and communicate work procedures and SOP changes to team * Coordinate activities with other supervisory personnel or with other work units or departments * Develop or update procedures, policies, or standards * Make recommendations to management concerning such issues as procedural changes * Participate in work of subordinates to facilitate productivity or to overcome difficult aspects of work.Executive -Corporate Services |  |  |  | | --- | --- | | **2012 - 2013** | *Goldman Sachs Pvt Ltd, Bengaluru*   * Provide complete assistance for corporate services within the organization for easy and efficient work function * Undertake all corporate bookings like allotting space for high profile meetings and large client events within the organization * Regular interaction with MD's, VP's, secretaries to senior PMD's in scheduling important meetings and space allotment for the same. * Ensured all client meetings are allotted space within the organization, in order to increase the company's revenue * Extend corporate support via email and phone communication with the employees of the organization and maintain system data up to date for flawless business process. | |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Education**   |  |  | | --- | --- | | **2004** | High School Diploma  *Gulabi Girls School - Bengaluru* |  |  |  | | --- | --- | | **2006** | Pre-University  *Vidya Vahini College - Bengaluru* |  |  |  | | --- | --- | | **2009** | B.com (Distance)  *NVUP - Bangalore* |  |  |  | | --- | --- | |  | Júnior Typing Skills | |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Languages**   |  |  |  | | --- | --- | --- | |  | |  | | --- | | English | |  |  |  |  | | --- | --- | --- | |  | |  | | --- | | Kannada | |  |  |  |  | | --- | --- | --- | |  | |  | | --- | | Hindi | | |  |  |  |  |  | | --- | --- | --- | --- | |  | **Accomplishments**   |  |  | | --- | --- | |  | * Used Microsoft Excel to develop inventory tracking spreadsheets. * Supervised team of 25 staff members. * Resolved process issue through new ideas and testing. * Part of LMOS training and lead the team with new changes and ensued accurate results. * Achieved Zero Loss through effectively helping the team with identifying fraud checks. | |  |  |  |  |  | | --- | --- | --- | --- | |  | **Chosen as the Best employee month, for the Quarter & the year award multiple years.**   |  |  | | --- | --- | |  | * Best Employee award 2015 & 17 * Best Employee Quarterly award 2017 * Best Employee of the Year 2017 | | |  |

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