# Naina Sengar

Phone: (+91) 8808248022

Email: Naina25.Sengar@gmail.com

# Objective

Seeking a challenging position in an organization where my knowledge, skills and strength can be shared and enriched in conjunction with company’s goals and objectives. To lead and be a part of an enthusiastic and vibrant team, working towards a realistic goal. To be a professional, who can make a qualitative difference, with an esteemed organization, where high competence and skill is rewarded equally for the mutual benefit of

the organization and self. Having a total work experience for 5+ years in various roles, I thrive for more opportunities to showcase my talent while benefiting the organisation.

# Areas of Expertise

* Data Analysis ▪ Self Motivation
* International Calling expertise
* Adaptability
* Eye on Detail
* Exceptional Customer Service
* Results Focused
* Self Learner ▪ Team Player
* Proficient in MS Office
* Soft skills and Training efficient
* Certified Teacher
* Decent knowledge of articulate 360

# Work Experience

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## Engineers Academy

* Have worked for the organization as an ‘**Administrative head**’ and carried out the challenges and

responsibilities efficiently.

* Helped Increase the client base conspicuously during the course of my term
* Collaborated through various departments and put forward my leadership in the best way possible

## Barclays: Sr Process Advisor

* Oversee the day to day operations in terms of quality of work and turnaround time (TAT) ▪ Develop resource plans and plans for contingencies
* Monitor, analyze performance, identify trends and make recommendations to improve the performance of the team
* Coordinate and organize between departments like IT, HR, training, facilities etc. to address the needs of the team
* Reduce the number of exceptions in processing of cases through continuous education of staff / client
* Manage and improve shift utilization
* Ensure team adherence to client process requirements, security procedures, data protection legislation, HR principles as set out in the Manager’s Guide, and business assurance procedures
* Lead the team towards service delivery; ensure contractual Service Level Agreements (SLAs) for the process are met
* In case of missed targets, identify causes for non-achievement and develop a corrective plan ▪ Review and analyze performance reports against targets on a weekly/monthly basis with Team Managers and investigate causes for performance deviations
* Perform trend analysis on quality performance / errors / deficiencies and recommend solutions
* Retention of employees & succession planning
* Coordinate with recruitment team for on time delivery of back-fill / new hire batches.

**Capita**

Worked as a process advisor for Hermes.

Handled client on one on one basis in the US.

Focused on exemplary customer service and target based projects.

Classification: Internal Use

**Public speaking expert/ Content writer at planetspark.**

### AARUNYA FOUNDATION- PROGRAM MANAGER

Actively working as a program manager for 5+ years for **NON-PROFIT ORGANISATION** towards betterment of underprivileged children, promoting and exposing them to education, helping rural women through providing vocational training in order to employ them and be independent. Have worked on several other projects and campaigns like child labour camps, medical camps and summer camps.

# Educational Qualifications

* Graduation - Bachelor’s in Business Administration
* Post-Graduation - Luxury and Brand Management
* CIDESCO International Diploma in media makeup
* Certified diploma in digital marketing by Google ( intermediate level)

# Competencies

* Solution Oriented
* Results focused
* Effective Task Management
* Effective People Management
* Performance Management
* Leadership
* Team Work
* Business Telephone Etiquettes ▪ Hands on training techniques

# Highlights

* Result oriented, decisive leader to maintain high quality standards to meet the challenges of this fast-paced, high turn-over industry.
* Tendency to thrive in fluid environments while remaining pragmatic and focused ▪ Highly ethical, trustworthy and discreet
* Quick learner

# Personal Details

Languages Known: English, Hindi

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