**SUPRIYA SINHA**

**Email:** ruhi122168@gmail.com

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**Address:** Lower Burdwan Compound P.O-Lalpur, Ranchi, Jharkhand-834001

**Career Objective:**

Building a career with leading corporate of Hi-tech Environment with committed and dedicated people, which will help me to explore myself fully and realize my potential, and can work as a key player in challenging & creative environment with excellent communication skills, analytical skills, self-motivated, independent problem solving attitude and always willing to explore new ventures.

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**Technical skills:**

Programming Skills: C , C++ ,PL/SQL

Operating Systems: WINDOWS 8/ WINDOWS 10

Microsoft Office: Microsoft Word, Microsoft Excel, Outlook, Power-point

**BEHAVIOURAL SKILLS :**

Team Management

Problem Solving

Analytical Skills

Project Management

Monitoring and reporting on standards and performance targets**.**

**Work Experience: 6 years & 7 Months (Total)**

**Assistant Manager in Open-reach Process in Wipro DO&P : 11 months (Jan’22 till date)**

Job Role & Key Deliverables:

* Handling a team of 25 agents and making sure that the queue monitoring and real time monitoring are done on time.
* Ensuring that client target has been met at a queue level.
* Managing multiple queues in Open-reach at the same time. (Repair/ Dispute No Access/Welfare/Damage).
* Analysis of reports including process dashboard, team performance report and initiating appropriate action plans and trainings.
* Creating an inspiring team environment with an open communication culture.
* Assist other team managers to identify process improvement plans and execute it.
* Delegating tasks and set deadlines for the same.
* Monitoring team’s performance and sharing daily/weekly/monthly reports on metrics.
* Interacting with the team members on 121 basis to understand their issues if any and resolve them.
* Grooming the associates and floor supports in my span for their growth.
* Handling client queries, take client calls and suitably assist them with KPI information.
* Generating and analyzing reports for quality assurance and compliance monitoring.

**Team Leader in Open-reach Process in Wipro DO&P: 2 years (Jan’20 to Dec’21)**

Job Role & Key Deliverables:

* Team Lead: Working as a team lead handling a team of 25 agents and making sure that the queue monitoring and real time monitoring are done on time.
* Making sure that the queues are cleared on time and there is no backlog in the queue.
* Managing multiple queues in Open-reach at the same time. (Repair/Number port/ Dispute No Access).
* To provide application support for employees with regards to uninstallation and installation of various applications related to the process.
* Creating an inspiring team environment with an open communication culture.
* Setting clear team goals.
* Delegating tasks and set deadlines for the same.
* Monitoring team’s performance and sharing daily/weekly/monthly reports on metrics.
* Interacting with the team members on 121 basis to understand their issues if any and resolve them.
* Grooming the associates and floor supports in my span for their growth.

**Performance Improvement Coach & Floor Support, Wipro DO&P, Kolkata: 2 years (Jan’19 to Dec’20 )**

Job Role & Key Deliverables:

* To share domain knowledge, process updates, information on policies, processes and quality.
* Provide assistance and support to the team members to meet/exceed customer expectations by resolving their issues. Also handle escalations and follow up with customers if required.
* Drive performance of the team member by motivating them to achieve the Targets set by the Operations without compromising the ‘Quality’ of the service.
* Responsible for Case monitoring, coaching & Counseling, Mentoring the team members by adopting ‘Effective feedback mechanism'.
* Give constructive, direct feedback to agents concerning process & product knowledge & Soft Skills and Sales.
* Ability to Work with multiple functions like Training, Operations, People Supply Change, Facilities Management Group, etc.
* Drive performance of the team keeping in mind the targets set by the Client & prepare and implement Action Plans for Bottom Performers and thereafter track their progress.
* Worked as a Performance Improvement Coach in multiple queues.

**Associate & Senior Associate, WIPRO DO&P, Kolkata: 1 year and 8 months (Jun’16 to Dec’18)**

Job Profile & Key Deliverables:

* Ensuring full customer satisfaction during chats and providing the information correctly as per the standards/procedures set by the client.
* Ensuring that I meet the handling time, chats per hour and control repeats as an individual contributor.
* Helping other team members in difficult scenarios to provide correct update to the customers.
* Worked in multiple queues like repair, billing, TV and Sports in British Telecom Process(all chat queues).

**Educational Qualifications:**

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| --- | --- | --- | --- | --- |
| **Examination** | **Discipline/Specialization** | **School/ College** | **Board/ University** | **Year of passing** |
| Graduation | B-Tech | Pailan College of Management and Technology(CGPA 8.74) | WBUT | 2014 |
| 10+2 | Science | Jawahar Vidya Mandir Shyamali Ranchi (78.4%) | C.B.S.E | 2009 |
| Matriculation | Science | D.A.V. Public School Bariatu Ranchi(95%) | C.B.S.E | 2007 |

**TRAININGS AND PROJECTS :**

* Closed a Lean Project on efficiency in Openreach process.
* Closed Six Sigma project on CSAT improvement as a team member.
* 2 weeks vocational training in ALL INDIA RADIO, KOLKATA based on installation of Studios, High Power Medium wave and Short wave, FM Transmitters, Captive Earth Station, electronics and electrical equipments used in AM/FM and Satellite Broadcasting .
* 2 weeks vocational training in SEALDAH EASTERN RAILWAY based on telecommunication technology consisting of ISDN Exchange, IP Exchange, OFC Control Communication System, Digitized PA System, Train Information Display Board and CCTV Camera.
* 3 weeks vocational training in BSNL (BHARAT SANCHAR NIGAM LIMITED) based on Advanced Telecom with Specialization in Mobile Technologies

**Personal Profile:**

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| **Father’s Name** | MR.AJIT KUMAR SINHA |
| **Mother’s Name** | MRS.ANITA SINHA |
| **Marital Status** | SINGLE |
| **Religion** | Hindu |
| **Languages Known** | English, Hindi, Bengali |
| **Areas of interest** | Singing, Cooking, Making Handmade crafts |

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Place:** Pune

**Date:**

**(SUPRIYA SINHA)**