**Curriculum Vitae**

Gulnaz Khanum

# 289 3rd cross opp to bairaveshwara

Store Sonnapanahalli Bettahlsur post

Bangalore – 562157

gulnaz20louis17@gmail.com

Contact No: 9686425503 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Career Summary:**

A result oriented professional with 7+yrs of experience, managing Operations and Service Delivery for Voice based businesses in a BPO environment; Span of control of over 82 FTE’s, Developed strong teams and effective performance management systems. Exposure in Transitions of multiple projects, Out Bound, Telecom, Training & Development, Quality and Well Versed in MIS & Dialer like, Aspect, Avaya.

**Academic Knowledge:**

* Completed BSc in Bio-Technology from Seshadripuram First Grade College 2015
* Completed PUC from Hasanath Women’s College-2010
* Completed SSLC from Yelahanka Gov School-2007

**Experience**:

# Assistant Manager-Operations Bangalore Global Software Technologies –From Sep 2022 to Present

Managing Global clients of trading data base for a span of 56 FTEs with 3 Team Leadersand 2 SME's

* Ability to take direction and strong listening skills.
* Manage daily aspects of the department and its staff to ensure projects are completed and goals and customer needs are met
* Suggest sales training programs and techniques.
* Communicate with clients and evaluate their needs
* Evaluate employee performance and identify hiring and training needs
* Ensure employees adhere to company policies and procedures
* Monitor and maintain in inventor.
* Supervise staff and motivate peak performances.
* Train and support new and existing staff.
* Manage and review operational reports(Attendance Adherence, Scorecard, Schedule Adherence).
* Create a positive work environment.
* Participate in cross functional meetings to review information received from operational support functions-Training, HR,Quality,WFM.
* Attend business reviews with clients on weekly and monthly basis.

# Assistant Manager-Operations Bangalore Teleperformance Business Services India Limited–From Nov 2020–Aug 2022

Managing Kotak Personal Loan & Business Loan for a cluster of Domestic Clients Bangalore; a span of control 82 FTEs (full time equivalent employees), 5Team Leaders,

* Lead staff at all levels in the process to ensure consistent and quality services.
* Responsible for interactions with the client managers and SPOCs and fostering strong client relationships.
* Responsible for employee engagement initiatives.
* Work with other departments (Quality, IT, Training, Transition, HR etc) in order to improve processes that directly impact performance, profitability and/or people.
* Responsible for billing.
* Working with clients / market sources to keep abreast with the possible changes the client organization can go through and develop a strategy with BUH to ensure that business volumes remain stable or improve further.
* Supporting Business Development; provide solution for new business opportunities; participate in presentations to prospective clients, coordinate client visits to the floors.

# Team Leader Operations –Bangalore Teleperformance Business Services India Limited-From April 2017- Nov 2020

Managing voice based service delivery for an Telecom a span of control of approximately 33 FTEs (full time equivalent employees).

* Monitoring and assessing the agents for enhanced productivity.
* Generating daily productivity &transaction reports for in-depth analysis.
* Call calibration with the client, remote monitoring, process and product training.
* Preparation and submission of periodic reports to team managers.
* People management goals - ability to lead a team.
* Monitoring team performance.
* Handle escalated calls; Motivate; Mentor; Monitor agent’s performance and implementing corrective actions as required.
* Identifying the training requirements of each Team Member and enhancing the same.
* Having regular discussion on process improvements with the Client and Supervisors.

# Customer Support Executive –Bangalore Teleperformance Business Services India Limited -Oct 2015-April 2017

* Provided primary customer support to internal and external customers.
* Collected customer feedback and made process changes to exceed customer satisfaction goals.
* Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
* Quickly and accurately answered customer questions, suggested effective solutions and resolved issues to increase customer satisfaction.
* Answered customer telephone calls promptly to avoid on-hold wait times.

**Achievements**:

* Certified with **Nano Technology**
* Certified with **Diploma in Office Management( Windows, M.S.Office,Internet)**
* Certified with **Diploma in Accounts Management(Tally Erp 9.0)**
* **Star Employee Award** in Teleperformance Business Services India Limited.
* Awarded with Best performer in **Step Training(Strive Towards Excellence Program).**
* Managed the process shrinkage & attrition Awarded with RNR as **“Best Team Leader"**
* Awarded with Best Performer as **“Assistant Manager”**
* Certified with “**TOPS” Team Leader.**
* Certified with **“Yellow Belt Project”**
* Certified with **“Global CISO Message"**
* Certified with **“Six Sigma”**

**Personal Details**:

Father Name: Mahaboob Khan

Mother Name: Tajunnissa

Marital Status: Single

Date Of Birth: 20th May 1991

Languages : English, Hindi, Kannada, & Telugu

Interests: Cooking, Applying Mehandi,listening to music

**Declaration:**

I do hereby declare that the above particulars of information and facts stated are true and complete to the best of my knowledge and belief.

**Date:**

**Place: Bangalore Gulnaz Khanum**