**NAMITA BANSAL**

**Operations Management || Service Delivery**

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**PROFILE SUMMARY**

Achievement-oriented professional offering nearly 16 years of success in **Customer Service Operations, Business Operations, Process Management and People Management**. Strong Operating Leader experienced in **leading deliveries** by applying best practices to achieve **zero surprise operations and delivery excellence**. **Turnaround Specialist** who managed complex business challenges, with experience in setting-up operations from scratch and scaling it up in rapidly changing environments. Expertise in managing operations like **KPIs, SLA Management (Service level agreement), Volumes Management, Team Utilization, Quality & Training, CSAT (Customer Satisfaction), Resolve & Closure Rate and RCAs (Root Cause Analysis), Head Count & Forecasting**. Building effective teams to deliver performance/ business results by acting as an interface between the team and the wider organization. Excellent in building and sustaining successful **client relationships** to deliver profitable growth for organizations.

**CORE SKILLS**

**Operations Management || Stamping Operations || Client Servicing || SLA/KPI Management || Stakeholder Management || Operational Excellence/ Process Improvement || Revenue Enhancement || Escalation Management/Vendor Management ||**

**Strategy Planning / Decision-making Support || Team Management/ People Management/ Performance Management || Oracle ||**

**SIGNIFICANT ACHIEVEMENTS**

* Played a key role in improvement of the FTR from **59% in Q1 to 84% in Q4**
* Elevated the number of stamps requested and completed by 2395
* Strategized and **reduced the numbers of defects** in different process within 4 months from *i) 52 to 15 ii) 58 to 0 and iii) 242 to 39*

**WORK EXPERIENCE**

**2021-Present: Enphase as Sr. Executive Operations**

* Defining service standards & guidelines for excellent **service delivery** thereby contributing towards ameliorated service revenue generation
* Creating execution roadmaps to **reduce operational costs** of resources
* Steering operations based on metrics, account baseline growth, identifying and creating new business opportunities to grow the engagement further
* Integrating training function with the overall **business operating strategy, operations & restructuring**
* Preparing reports & other statements with a view to **apprise management of process operations** and assist in critical decision-making process
* Motivating, mentoring and leading talented professionals by living the culture and leading by example
* Administering delivery of key performance targets like **Customer Satisfaction, Average Handle Time, Resolution Rate and Quality Compliance**; enhancing recovery rates for continued profitability of business
* Ensuring attainment of **100% Service Level Agreements** as per agreed performance standards and zero surprise operations with in the financial obligations under rewarded contracts
* Liaising with all other support functions to ensure smooth operations and minimum interruptions for the working team
* Conducting periodic **Performance Appraisals** to facilitate performance management and implementing action plans for team and individual performance improvement
* Nominating team members to different competency development trainings organized by the learning and development team so that they could perform their job up to the expectation

**2008-2021: Dimensioni, Noida as Project - coordinator (Content)**

* Successfully **delivered more than 20 stamping projects** by coordinating with Stamping Engineer, Installer and Manager and administering the entire stamping operations
* Played a key role in **delivering errorless file within/before time for Vivint Solar project** for US client for 2 years
* Bagged appreciation for **heading & delivering a project for Adobe** and leading a team of 8 members for delivering 100 forms a day with both Production and QC done as per norms for a year
* Worked on various projects for clients like **Indiamart, Trade India, Getit Info Tech, Make My Trip, Yatra, Magic Bricks and 99 Acres** from 2008-2016

**PREVIOUS EXPERIENCE**

Worked with different organizations like ***Tata Motor Finance, India Infoline Insurance Pvt. Ltd., Stallion Call Center (ICICI Prudential) and ICICI Bank Ltd.*** at various sales roles between 2006-2008

**EDUCATION**

2007: Post Graduate (English Lit.) from CSJM University, Kanpur