**SHRIDEVI** RAJESH PILLAY

+91-9623440332

Address: Pleasant Park No 1, Flat No 6, Bldg. No - B/3, Fatima Nagar, Pune - 411013

[shridevi.pillay30@gmail.com](mailto:shridevi.pillay30@gmail.com)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SUMMARY**

A highly accomplished and results-oriented professional with a proven track record in quality management, process improvement, and effective team leadership. Demonstrated success in managing and developing teams of Quality Analysts, driving performance improvements, and consistently achieving key performance indicators (KPIs). Skilled in conducting comprehensive call quality audits, ensuring strict adherence to SLA metrics, and consistently delivering high levels of customer satisfaction. Proficient in identifying areas for improvement, implementing strategic process changes, and spearheading continuous improvement initiatives. Well-versed in conducting compliance audits and providing valuable insights to support business objectives. Possesses strong leadership abilities with a keen focus on coaching, training, and mentoring team members for continuous growth and success. Recognized for exceptional achievements in meeting stringent quality and compliance parameters, consistently maintaining positive SLA metrics, and delivering outstanding results. Certified as a Certified in White, Yellow, Green and Black Belt, demonstrating expertise in project management and driving process optimization.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**KEY SKILLS**

* Team Management Client Engagement
* Quality Assurance Training and Development
* Call Quality Audits Print Production Expertise
* Performance Management Operational Quality Procedures
* Revenue Optimization Collaboration for Quality Outputs
* Compliance and Audit Quality Management and Support
* Process Improvement Problem Identification and Resolution
* Measurement System Analysis (MSA) and Integrity Stakeholder Engagement and Alignment

­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**EXPERIENCE**

**Manager – Quality May 2022 – Dec 2022**

**ISON Experiences Pvt Ltd**

**Key Deliverables - Manage a team of 2 Assistant Managers and 3 Quality Team Leads.**

**Team Management -** Manage a team of Quality Analysts (QAs), Assistant Managers (AMs), and Quality Team Leads (QTLs). Provide guidance, support, and leadership to ensure the team's effectiveness and performance.

**Call Quality Audits -** Oversee and ensure the performance of the team in conducting Call Quality audits for Inbound Customer Service and Outbound Sales processes. Maintain standards and drive continuous improvement in call quality.

**Performance Management -** Ensure the team meets Key Performance Indicators (KPIs) and achieves set targets. Monitor and track metrics such as Customer Satisfaction (CSAT), Net Promoter Score (NPS), First Call Resolution (FCR), etc.

**Revenue Optimization -** Drive performance improvements to ensure revenue remains in positive numbers. Align team efforts with business objectives to maximize revenue generation.

**Compliance and Audit -** Conduct compliance audits for critical processes to ensure adherence and prevent Non-Compliances (NCs). Ensure adherence to Standard Operating Procedures (SOPs) and implement change management strategies.

**Process Improvement -** Provide insightful analysis, recommendations, and facilitate policy planning to drive process improvements. Identify areas for improvement, suggest changes, and implement strategies to enhance efficiency and effectiveness.

**Training and Development -** Provide leadership training and knowledge enhancement sessions to the team. Coach and upskill the Quality and Operations team based on top defect analysis and new learnings. Address skill gaps through targeted upskilling initiatives and drive continuous improvement aligned with the Competency framework.

**Client Engagement and Training Compliance -** Handle interactions with clients and stakeholders to gather insights and inputs for better outcomes. Ensure training compliance in line with process and statutory requirements. Manage client interactions within the Training Department and implement best practices.

**Achievements**

**Six Sigma Green Belt Projects**

* **CSAT Upliftment Project**

This project aims to raise the Customer Satisfaction (CSAT) score target specifically for the Email Line of Business (LOB) by implementing strategies to enhance customer experience and address their concerns effectively.

* **Quality Score % Improvement Project**

This project focuses on improving the overall quality score by evaluating existing quality assurance processes and implementing targeted interventions to enhance adherence to quality standards and deliver a better customer experience.

* **Sale Conversion % Improvement Project**

The objective of this project is to increase the percentage of successful sales conversions by analyzing and optimizing the sales process, training the sales team, and implementing strategies to enhance sales techniques and customer engagement.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Team Leader - Quality (US, UK and Canada Clients) March 2021 – May 2022**

**Advertisement Global Services Ltd**

**Key Deliverables**

**Team Management -** Effectively oversee and manage a team of 24 Senior Quality Analysts (QAs), providing guidance and support for their daily activities, while actively engaging in quality and process improvement projects.

**Print Production Expertise -** Utilize extensive knowledge of Print Production in various advertising domains (Retail, Grocery, Legal, Announcements) to ensure quality outputs and provide expertise in print-related processes.

**Operational Quality Procedures =** Work closely with leadership to ensure the successful implementation of efficient operational quality procedures, promoting adherence to established guidelines and processes.

**Collaboration for Quality Outputs -** Collaborate with Operations and Creative teams to drive quality outputs, fostering effective teamwork and coordination to deliver high-quality results.

**Quality Management and Support -** Collaborate with Operations and Quality Management teams to address team errors, provide support, and assist team members in maintaining or improving the quality of their work.

**Quality Initiatives and Audits -** Drive quality initiatives within the organization, including risk identification and recommendations, conducting random audits to ensure adherence to quality standards, and facilitating Root Cause Analysis (RCA) sessions to identify and address quality issues.

**Achievements**

**Six Sigma Green Belt Projects**

* **Fatal Error Methodology Project**

Implemented standardized scoring methodology aligned with industry standards to accurately calculate performance.

* **Instruction Error Reduction Project**

Successfully reduced Instruction Errors by 5% in the process, leading to improved accuracy and efficiency.

* **Kaizen Project**

Streamlined the ad correction process for the Quality team, resulting in reduced time spent on corrections.

* **Lean Project**

Identified opportunities for improvement in the RCA review process, leading to enhanced learning and efficiency.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Lead Quality Analyst 20 July 2015 – 28 Feb 2021**

**WNS Global Services**

**Key Deliverables**

**Team Management -** Effectively manage a team of 15 Senior Quality Analysts (QAs) across 6 processes, providing guidance, support, and mentorship to enhance team performance.Foster a collaborative and motivating work environment, ensuring team members are equipped with the necessary resources and skills to excel.

**Training and Development -** Conduct training sessions for new hires and underperforming team members, focusing on quality guidelines and implementing targeted training programs to address skill gaps and improve performance.Continuously assess training needs, develop training materials, and provide ongoing coaching and feedback to enhance the overall capabilities of the team.

**Process Quality Assurance -** Ensure overall process quality adherence to client-agreed guidelines, conduct internal ISO audits, and maintain ISO readiness across multiple processes.Proactively address feedback and other QA-related activities, implementing improvement measures to enhance process efficiency and effectiveness.

**Problem Identification and Resolution -** Conduct brainstorming and Root Cause Analysis (RCA) sessions to identify and address process and behavior issues, aiming to drive continuous improvement.Highlight and address Red Alerts and Repeat offenders within the process, implementing corrective actions and preventive measures to mitigate risks.

**Measurement System Analysis (MSA) and Integrity -** Conduct and govern Measurement System Analysis (MSA) and Gage R&R activities for process supervisors, ensuring the integrity and accuracy of measurement systems.Monitor integrity issues, analyze data, and take appropriate actions to maintain reliable measurement systems and improve process performance.

**Stakeholder Engagement and Alignment -** Conduct Best Practice Sharing sessions and refresher sessions for existing associates, fostering a culture of continuous learning and improvement.Maintain regular communication and catch-up sessions with internal stakeholders to align quality initiatives with their requirements and ensure ongoing collaboration for optimal outcomes.

**Achievements**

* **Front Runner Award**
* Recognized for achieving maximum recovery for the process in March 2016, demonstrating exceptional performance and expertise in driving successful recovery efforts.
* **Operational Excellence Achiever Award**

Acknowledged for maintaining a flawless record of 100% QA scores, reflecting a commitment to operational excellence and consistently delivering high-quality results.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Sr. Claims Advisor May 2011 – March 2015**

**WNS Global Services**

**Key Deliverables**

* **Third Party Management**
  + Successfully manage the Third-Party Management process for the UK-based insurance process with Aviva, ensuring efficient and effective settlement of claims on behalf of policyholders by engaging with third parties, brokers, and third-party solicitors.
* **Claims Settlement**
  + Demonstrate expertise in settling claims by collaborating with Aviva's professional engineers to review damages on policyholder and third-party vehicles, reviewing third-party vehicle claim documents, and making decisions on liable payments. Handle inbound calls from policyholders and third-party solicitors, providing prompt and satisfactory resolution to their queries.

**Achievements**

* Received the shining star award for January, February and March Quarter of 2013.
* Consistently met all quality and compliance parameters as per process requirements.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Sr. Customer Care Executive Oct 2008 – 2010**

**WNS Global Services**

**Key Deliverables**

* Gain a comprehensive understanding of brokers and policyholders and ensure timely collection of monthly installments from them.
* Collect premiums from brokers and policyholders while identifying any potential defects.
* Perform monthly account reconciliation, maintaining accurate records of installments and premiums paid.
* Maintain meticulous records of monthly, quarterly, and yearly turnovers for each broker.
* Address and resolve brokers' queries and issues regarding their installments and premiums.

**Achievements**

* Received the Best Agent award for the month of April 2008
* Consistently exceeded call audit parameters, achieving 100% month-on-month.
* Consistently met quality parameters as per process requirements on a monthly basis.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Customer Service Representative May 2005 – Oct 2008**

**Wipro BPO Ltd**

**Key Deliverables**

* Responsible for overseeing the OCSD Process and leading the voice queue.
* Understand client requirements and company objectives to enhance quality standards.
* Monitor performance metrics to maintain Green status on customer-based CPMs for the queue.
* Maintain internal quality at 95% and external quality at 71% for the queue.
* Manage Average Handling Time (AHT) at 495 seconds.
* Ensure vendor rate is maintained at 3.5% per agent.
* Achieve a post-call survey rating of 3% per month.

**Achievements**

* Achieved a G5P5 rating for the year 2006.
* Received the Best Agent award in January 2007.
* Recognized with certificates for Outstanding Performance on SQMS score.

**Team Coach**

* Analyze the queue and team performance, setting and monitoring goals on a daily, weekly, and monthly basis.
* Head the voice queue, specifically the OCSD Process, overseeing a team of 15 agents.
* Monitor agent performance on quality parameters and provide feedback.
* Collaborate with the QA team and Operations Manager to develop and implement action plans, analyzing and forecasting individual agents' performance to rectify errors and address outliers.

**VAST Trainer**

* Provide coaching to agents on US voice and accent.
* Monitor agents' performance and provide feedback after coaching sessions, assisting them in their improvement journey.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**CERTIFICATION**

* Certified in White, Yellow, Green and Black Belt
* Certified in ISO 20000,27001 and 22301
* Certified in Basic & Advance ISO Program
* Certified in Governance Risk & Compliance Management (GRC)
* Trained on Epiplex Tool

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**EDUCATION**

* MBA specialization in HR - 2015
* TY. BCom Pune University - 2005
* SY. BCom Pune University - 2004
* FY. BCom Pune University - 2003
* HSC - Maharashtra Board - 2002
* SSC - Maharashtra Board – 2000