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| **Shaista Chand**  **Address:** EF125, E2 Block,  Ittina Neela Apartment, Electronic city Phase 2  Near Gold Coins Club  BANGALORE - 560100  **Contact Number:** 7483856818  Alt No. 8431572846  **E-mail id:** [Shaisthachand06@gmail.com](mailto:Shaisthachand06@gmail.com).  **Personal Details:**  Father’s Name:Chand Pasha. S.  Date of birth: 22-april-1985  Sex: Female  Nationality: Indian  Language Known: English, Hindi, Kannada and Urdu.  Hobbies: Reading Books. | **Professional Summary** Experienced Call Center Quality Analyst who exhibits a professional demeanor and excellent communication and interpersonal skills. Skilled at evaluating both verbal and written customer contact by agents while coaching them for success in executing superior service to customers. Able to rapidly gain product knowledge.  **Core Qualification**   * Worked on Six Sigma tools * Internal and Client Calibration sessions * Compliance Monitoring * Monitoring Customer Interactions * Deliver coaching feedback to agents * Prepare management reports * Exceptional listening and analytical skills * Detail-oriented * Flexible   **Work History**  **Sr. Quality Analyst (October 2020 till November 2022)**  **FirstSource Solutions Ltd.**   * Participated in continuous improvement by generating suggestions, engaging in problem solving activities to support teamwork * Worked on Six Sigma tools to identify errors and came up with Corrective and Preventive Action (CAPA). This helped in achieving teams score above SLA * Carried out day-to-day duties accurately and efficiently * Proved successful working within tight deadlines and a fast-paced atmosphere * Improved operations through consistent hard work and dedication * Developed and maintained courteous and effective working relationships * Demonstrated respect, friendliness and willingness to help wherever needed.   **Operations Executive (November 2019 till April 2020**  **SPNN business services Pvt Ltd (Udaan)**   * Efficiently and effectively identified and solved all problems that impacted the direction of business.   **Customer Manager (March 2011 till July 2016)**  **Accenture Services LTD.**   * Handled incoming calls from policyholders, responding to inquiries, resolving problems and correcting policy errors. Provided quotes and executed online policy changes for auto, home and excess liability. Used consultative selling techniques to provide leads for tele sales personnel.   **Customer Service Representative (November 2007 till April 2009)** **SGT India Pvt. ltd.**   * Market Research for B2B on LAN cables * Scheduling appointment for C Level and EVP Level Executives.   **Customer Service Representative (March 2006 till April 2007)** **Cambridge integrated services. (Handling B2C Collections).**   * Handle customer inquiries, complaints. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions * Managed a high-volume workload within a deadline-driven environment. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume) * Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.   **Non-BPO Experience**  **Teaching Field:**  Assistant Teacher (September 2016 till April 2017)  St. Mira’s English school.  English Teacher (June 2017 till March 2018 on a 1 year of contract period)  Bosch company for CCDP program for Government Schools’  Through “Train Wheel Academy”  English High school Teacher (June 2018 till October 2019)  Huda National English school  **Education:**   * Pursuing M.A in English. (Gitam University). * B.A. (In Hindi Standard). * B.A. (In English Standard). * PUC from (New Vani-Vilas College). * SSLC from state syllabus. (B.E.T School, Bangalore).   **Declaration:**  I hereby declare that the information given above is true to the best of my knowledge and belief.  **Date:**  **Place:**  **(Shaistha Chand)** |
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