Shweta Bangarae

          CONTACT # - 7676941493

        Shwetabangarae017@gmail.com

**OBJECTIVE:**

To obtain a job in my chosen field which can challenge me and allow me to make use of at least a minimum part of my education, knowledge, and skills.

**Work experience:**

**Allsec Technologies (SBI cards**) **Apr 2022 to Sep 2023**

•Training the new hire batches with the head counts of 10 to 20.

•Assisting OJT trainee’s for 15 days.

•Conducting the TNA on basis of last month updates in campaign and inaccuracy towards team target.

•Organising monthly product knowledge test for respective campaigns.

•One on one TNI refresher as per ops requirements.

•BQ refreshes to be arranged for last month non performers on basis of target achieved and quality score.

•Weekly calls audits and sharing feedback.

•Scheduling monthly internal call calibration.

•Regulating dip checks to track the feedback shared.

•Cross training the quality and other supervisor.

•Participating in TTT for self-learning and development.

•Creating and simplifying modules for process betterment.

•Producing new formats for data capturing.

**Teleperformance (Axis bank)** **Sep 2020 to Feb 2022**

**Trainer:**

•Handled new hiring batches with the head count of 15 to 16 for 15 days.

•Trained home loan process along with pre-approved personal loan.

•Conducting refresher sessions for (PIP) performance improvement plan employees.

•Trained team for cross selling product as TATA general insurance, MAX life insurance.

•Creating the sales script as per market requirements.

•Sessions organised to improve the soft skills.

**As Digital officer:**

•Generating leads for home loan.

•Keeping a Track of loan process from lead creation to financial disbursement.

•Acting as a Bridge between Customer and Sales team to maintain smooth Transition and documentation.

•Achieving target of cross sale (TATA AIG and MAX life insurance)

**Education:**

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| --- | --- | --- | --- |
| QUALIFICATION | INSTITUTE | YEAR OF PASSING | PERCENTAGE |
| B.COM | KARNATAKA ARTS SCIENCE & COMMERCE COLLEGE, BIDAR | 2018 | 72% |
| PUC | KARNATAKA ARTS SCIENCE & COMMERCE COLLEGE, BIDAR | 2015 | 91.6% |
| SSLC | KENDRIYA VIDHYALAYA, BIDAR | 2013 | 89.6% |

**Achievements:**

•Consistently maintained 90 & above throughput.

•Being success trainer for IJP trainers joining the team.

•Have been awarded with best performer in Tele performance.

•Rewarded in R&R for over achieving target in 2021

•College topper in 1 & 2 puc

•Active participant in NSS

**Extracurricular activities:**

• Winner of national level debate competition - Jaipur, Rajasthan (school level)

• Winner of state level debate competition - Bangalore, Karnataka (school level)

• Winner of state level elocution competition held by Govt. Medical College Bidar, Karnataka.

**Highlights:**

•Able to present information for all learning styles

•Excellent communication ability

•Ability to give effective feedback

•Open for self learning and development

•Able to produce quality modules and script

•Worked on application like CRM, genesys, Dolphin with excel, Microsoft PowerPoint.

•Friendly and easygoing

**Address:** srisaujanya ladies pg, 1st main 4th cross, maruthy nagar Bangalore Karnataka 560068.

**Declaration:** This is to certify that the details given above are all correct and genuine with best of my knowledge and belief.