**CURRICULUM VITAE**

**Name :-** Rahul Balaji Sirsat **Mobile: -**8600852045

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Near Harpalle Vasti,

Fursungi, Pune 412308

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| **Career Objective** |

Proactive Operations and Quality professional with a process-driven, goal-oriented and result-focused approach. Good leadership skills and supervisory experience. Adept to creating and following processes and procedures in adherence to client requirement.

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| **Work Experience** |

##### **C ompany :** Vodafone India Services Pvt Ltd

##### **Position :** Senior Executive

**Date Joined :** 19th August 2019 to till date

**Department :** Operations

**Process :** Vodafone Technical Support

**Job responsibilities:**

1. **Joined as Senior Executive on** 19th August 2019 to till date **(Vodafone New Zealand)**

* End to End customer support
* Fixing the network issues.
* Estabilishing internet connections
* Assisting the customer for mobile network configurations.
* Assisting the customer for device setup.
* Co-ordinating with provisioning team to setup the connections and activating the connection
* Coordinate with the onshore team and complete critical tasks on priority
* Mentoring Team members
* Dealing with the client escalation for the process

##### **C ompany :** WNS Global Services

##### **Position :** Sr. Quality Associate

**Date Joined :** 29thJan 2016 to 16th Aug 2019

**Department :** Quality

**Process :** Suncorp Insurance

**Job responsibilities:**

1. **Joined as Senior Associate on 29thJan 2016till 01stMay 2018(Suncorp process)**

* Working with Suncorp Group Limited as Sr. Associate Operations.
* Processing Personal andcommercial insurance.
* Allocation of tasks to team members and ensuring client SLA’s are met
* Provide floor support to the team members
* Coordinate with the onshore team and complete critical tasks on priority
* Mentoring Team members
* Dealing with the client escalation for the process
* Claim Lodgement processing as per the requests from Broker/Insured.
* Payment processing as per the onshore team’s request
* Co-ordinated with RPA (Robotic Process Automation) Team for the automation process of Payments.

1. **Promoted as Senior Quality Associateeffective 01stMay 2018till 16th Aug 2019 (SuncorpInsurance process)**

* Handling Quality for multiple processes at WNS Global Services Private Limited
* Creation of audit sheets which ensured that the parameters and Operational definition are in line with the process CTQs (Critical to quality)
* Creation of a robust Quality Standard documents for the processes. Timely updating the QSD (Quality Standard Document)
* Ensuring 100 percent compliance on audit targets as specified in the QSD.
* Revisit and updating the audit sheet to ensure the audit parameters are in sync with revised CTQs or pain areas of the process
* Preparing & Presenting Monthly Business Review for quality
* Root cause analysis for the process
* Maintaining Onshore feedback tracker
* Creation of process flows which help identify non-value adds
* Set daily, weekly & monthly monitoring targets and provide individual feedback effectively.
* Maintained Business leakage tracker for the process to identify Payment leakages.

##### **Company :** AM Infoweb Pvt. Ltd

**Position :** CRA (Customer Relations Advisor)

**Date Joined :** 13thApr2015– 27th Jan2016

**Department :** Operation

**Job responsibilities:**

1. **Joined as CRA on 13thApr 2015 (B2C Lead Generation)**

* It’s a Medical & Legal process
* Supervised and motivated team in order to achieve daily team target
* Making Outbound Calls to US customers
* Closure of Potential Lead and convert it into a client
* Maintained Quality Scores above threshold

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| **Professional Achievements** |

* Top performer of the year for 2018 -19
* Certified basic & advanced ISO awareness program
* Recognition from the client for creating and implementing the new audit sheet for Windscreen Team.

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| **Personal Particulars** |

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# **Date of Birth** : 15th Jun1992

# **Nationality :**Indian

**Marital Status:**Un-married

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| **Educational Background** |

### HSC - Maharashtra Board

# SSC - Maharashtra Board

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| **Language’s Known** |

**Spoken & Written :** ENGLISH, HINDI, MARATHI

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| **Miscellaneous** |

**Hobbies & Interests:** Playing Cricket

**Date: / /**

**Place: Pune**