

Jaya Kute

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Job Objective: To enhance my skills and further my career by filling the position of MIS Executive in well-established organization.

Highlights of Qualifications:

- Proficient in excel, word, outlook, and access
- Excellent communication and interpersonal skills
- Strong project management and organizational skills
- Ability to challenge and debate issues of importance to the organization

Professional Experience:

MIS Executive

Team Lease Services Limited

March 2020 – September 2021

- Generate Daily/Monthly/Yearly and Festival reports by using excel functions.
- Prepare presentation in PowerPoint & Dashboard as per the requirement of management.
- Co-ordinate with field team for the completion of sales planning tasks.
- Handle SFA's queries about their Incentive, Target & Achievement.
- Monthly updating market share Dashboard.
- Maintain statistics and data for completed Projects for future use
- Generate ad hoc reports as needed

MIS Executive

Team Lease Services Limited

February 2017 – July 2019

- Planning, executing, monitoring and controlling and closure of a contests run to increase the sale.
- Generated daily and monthly reports.
- Publishing Mailer/SMS/Ticker on alternate Day to push the contest.
- End to end working for contest and RnR program.
- Identification % curing of insurance reconciliation items as per the standard operating procedure & SLA adherence defined. Timely reporting of data under specified format denoting the actions and closure with respect to reconciliation reported
- Coordination with Insurance Unit for the closure of customer service transactions and related rectifications of the entries.

Quality Analyst
Bajaj Allianz Life insurance company
Nov'2013 - Feb'2017

- Ensuring SOP adherence and to take preventive measures.
- Conducting training for newly hired executives.
- Re-auditing calls and sharing feedback. Keeping a record of feedback efficiency and QRC errors.
- Handling customer escalations, WCOM errors.
- Centrally management of data related to call centre (Inbound & Outbound) located at 3 various locations across India.
- Preparation of various analysis, productivity, daily dashboard, etc. for all the 3 locations.

Quality Analyst
Digi call Private Limited
Sept'2011 - Oct'2013

- Performed contact call center monitoring, evaluated and reported all agents within regional territory.
- Actively used quality management system to compile, track and trend agent performance.
- Communicated with center leadership and Corporate Customer Service Team and socialized call center performance and observed performance gaps.
- Analyzed call trends and identified agent and call center training opportunities and provided recommendations to management.

Quality Analyst
V-Customer Private Limited
Oct'2009 – July 2011

- Consistently sent immediate email to supervisors and provided instant feedback on performance concerns, disconnected calls and auto fail calls.
- Participated in internal calibrations with Quality and Operations and ensured consistent scoring.
- Responsible for being objective liaison on behalf of the client to the vendors.
- Participated in assisting with Quality lessons and improved quality performance.
- Tracked call results and conducted trend analysis based on results of monitors and improved quality and training needs.

Academic Highlights:

- B.Sc. from University of Pune (Nowrosjee Wadia College) with Second Class in 2009.
- HSC from MSBTE Board with First Class in 2006.
- SSC from Maharashtra Board with Distinction in 2004.