

# **DEEPA CHAUBEY**

Mobile: 9130405435

## **Carrier Objective :**

- To explore my knowledge and skills in various aspects of Educational Institution, resulting on total satisfaction
- To accept challenges and responsibilities and to grow up with the institution
- To yield positive results
- Proficient in all rules and policies which are applicable to the educational institution

## **Educational Profile :**

- 1 S.S.C : Passed with Second Class from ST Mira's School in 1997
- 2 H.S.C : Passed Higher Second Class from N.M.V College in 1999
- 3 B.Com : Passed with Higher Second Class from Modern College in 2002

## **Computer Awareness :**

Proficient with Microsoft Office System (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint)

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## **Work Experience :**

Worked with FedEx as consumer consultant for 2 yrs (2002 -2004)  
Worked with Mphasis for 2 yr .(2004-2006)  
Worked with IBM as Customer Care Executive (2006 -2010)  
Worked with IBM as Lead QA (2010 -2012)  
Worked as an Assistant Manager with IBM (Health Care Process )  
Worked with The Lexicon International School (2015 -2022)

### **JOB PROFILE : Admission Counsellor / Admin**

- To explain about admission procedures to parents through phone calls, emails and face to face meetings.
- Support the parents throughout the admission process by answering to their queries and helping them to complete the required documentation.
- Maintain the target metrics by converting prospective students into confirmed admission and succeed in achieving the performance goals.
- Review the student applications for the eligibility ( as per the age criteria)
- Maintain regular communication with parents for coordinating admission activities and resolving problems.
- Coordinate with the respective supervisors for the aptitude test
- Maintaining the admission records
- Preparing Bonafide
- Maintaining GR records

### **JOB PROFILE :QA**

- Handled 2 Pilot LOB's ( Billing & Correspondence ) as a QA
- Review and monitor quality service level to ensure client requirements. Analyse the Performance of each CSA and providing feedback regarding the Areas of Improvement and ensuring consistency.
- Arranging refresher for team members and reviewing the performance of New Hires before they hit the floor and Handle the certification process for the same.
- Also conduct special One to One Sessions for associates with poor performance.
- Develop and present reports to display quality trends, concerns to senior management and recommend program changes as needed to improve quality performance.
- Periodically interact with middle and senior management to discuss trends, action plans, as well as training requirements
- Worked with the BQ's to improve the performance

- Initiated a YB Project
- Data Collection and analysis.
- Launched Process Knowledge Test (PKT ) & Published Results
- Conducted Team Huddles for the Team & Training
- Conducting Calibrations & Publishing Results and to ensure consistency through calibration of Quality scores with the client scores by means of effective interactions with client & quality Teams.
- Conducting Dip checks on the floor to ensure 100% process awareness on the production floor

Achieved Q1 and Q2 award for going extra mile (GEM Award and Blue Thanks (Appreciation)

### **Job Profile : AM Role**

- Capacity Planning
- Roster Preparing
- Managing leaves
- Diversity SPOC
- OD Training SPOC
- CSR SPOC
- Preparing Stacks for the Team as well as for QA
- Managed PLI Dashboard
- Preparing WRM
- Handling Client Calls
- ATB overview
- Maintaining Inflow VS Actual Production Count
- FTE Planning on basis of Forecast

### **Developmental Trainings**

- Coaching and Feedback
- FISH
- Seven Habits of Highly Effective Beginners
- Executive Presence
- WIBES
- Email Etiquettes
- Manager Effectiveness Program