

# Saidev Singh

## Operations Team Leader

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A competent professional with 11+ years of overall experience including leading teams, managing multiple projects & support functions with a proven record of increasing efficiency and improving customer satisfaction. I'm highly organized, detail-oriented, and thrive in fast-paced environments. My greatest strengths are my problem-solving abilities, communication skills, and ability to build relationships with customers. Successfully led a team of 20+ members by providing the team with a vision of the project objectives and managed operations with a goal to drive organizational growth.

### Experience

May 2020 - February 2024

#### Operations Team Leader

Wipro / India, Hyderabad

#### Operations Team Leader from January 22 to February 24

- Work allocation of daily activities based on the seniority of a team members.
- Leading the team in achieving daily targets within the stipulated TAT and SLA's
- Conduct weekly and monthly performance reviews with the team members
- Conduct team hurdle, refresher and training to ensure all the team members follow guidelines and policies.
- Conduct performance appraisals for team members provide input into the learning and career plans for team members.
- Manages attrition and absenteeism
- Preparing and presenting the monthly dashboards, TAT reports, Resource analysis charts
- Interacts with Client/customer to manage and resolve customer requests through effective queue management (prioritization of demand)
- Proactive participation in preparing WBRs, MBRs and QBR reports for a client review
- Maintain EWS (Early warning system) for the team for tracking and proactively addressing people issues

Senior Quality Assurance Analyst BI Commerce and Trust & Safety from September 2020 to December 2021

### Education

B Bachelor of commerce

Osmania University

India, Hyderabad

### Skills

Quality Assurance



Root Cause Analysis



Process Improvement



Attention to Detail



Communication Skills



Data Analysis



Conflict Resolution



- Refresher sessions and trainings to be planned jointly with the trainer to ensure the analysts are meeting the desired level of knowledge.
  - Conduct Error Analysis & RCA on top impacting factors to ensure teams are meeting desire level of performance.
  - Monitoring the data quality of representatives and ensure they are processing the live data as per the given Policy guidelines.
  - Verifying quality of internal audits (QOM) on daily basis as per quality metrics and parameters and taking corrective measures in case of discrepancies
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September 2018 - April 2020

### Quality Analyst

Cognizant / India, Hyderabad

Content moderation is the process of reviewing online user generated content for compliance against a digital platform's policies regarding what is and what is not allowed to be shared on their platform. These policies are often known as community standards. The process of moderating content and enforcing policy is either done manually by people or through automation, or a combination of both, depending on the scale and maturity of the abuse and of a platform's operations.

### Quality Analyst in BI Commerce and Trust & Safety at Cognizant, India from 2018 -2020

- **Process Improvement:** Continuously identify and implement process improvements to enhance operational efficiency and effectiveness
  - **Documentation and Training:** Develop and maintain documentation for processes and procedures, and mentor team members on process improvements and best practices
  - **Compliance and Quality:** Ensure compliance with internal policies and external regulations, contributing to the quality and accuracy of operational tasks
  - **Collaboration:** Work closely with other teams to resolve issues, improve workflows, and meet organizational goals
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September 2013 - August 2018

### Senior Analyst

Berkadia / India, Hyderabad

Berkadia commercial mortgage is a leader in the commercial real estate industry, offering a robust suite of services to our multifamily and commercial property clients. Powered by deep relationships and industry-changing technology, our people sell, finance, and service commercial real estate, providing support for the entire life cycle of our clients' assets.

### Senior Analyst in Insurance and Workflow Management Group

- Analyzing the escrow balances of the client and submitting them the requirements for the year (On monthly payments)
  - Reviewing the invoices and making payments to third parties (Insurance agents and carriers)
  - Reviewing the Insurance coverages of the client vs the lender requirements and deeming the Compliance for the year.
  - Coordinating with clients and agents on the Compliance and Audit.
  - Imbedding the loan terms and structure into the internal system as per the legal loan documents.
  - Order Flood Certificates/seismic zones for the properties falling under flood zone.
  - Engaged in Identifying and Indexing Transaction/Loan and Servicing Agreements in an application to making it accessible to all servicing functions.
  - These documents are received through common mailbox, shared folders. through Loan Closers and Borrowers during the life of the loan.
  - These loan documents trigger workflows to different servicing functions
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July 2011 - May 2012

### **Analyst**

Bank of America / India, Hyderabad

#### **Analyst at Bank of America, India from July 2011 to May 2012**

I was responsible for managing the accounts receivable process and ensuring timely collection of payments. This role required strong analytical skills, attention to detail, and the ability to work in a fast-paced environment.

- Managed accounts receivable process
- Ensured timely collection of payments
- Utilized strong analytical skills
- Maintained attention to detail
- Worked in a fast-paced environment

### **Computer Skills**

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- Operating Systems: Windows Family & Google Chrome Book
- Google Products: Google Drive & Docs.
- MS Word, MS Excel and MS Power Point

### **Acheivements**

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**Rewarded two times as "Best Employee" in Quality Team for extended support and Performance in Process improvement.**

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**Successfully trained Quality Team members and Operation Leads on RCA parameters and Procedures for Data Analysis.**

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**Consistency in attaining superior performance rating at year end appraisal..**