

# Resume

## Tagade Amol Bhimrao

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### **Objective**

I wish to dedicate and devote my all skills, knowledge, Expertise and intelligence to the organization serve and try to prove my best performance for the achievements of the Organizations goals and prove myself as a valuable asset to the organization.

### **Academic Qualification**

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|------------------|--|
| 1) B.A (English) | Passed out in the year March 2005<br>from Pune University with pass class.         |
| 2) H.S.C.        | Passed out in the year March 2002<br>from H.S.C Board with 01 <sup>st</sup> class. |
| 3) S.S.C.        | Passed out in the year March 2000<br>from S.S.C Board with 02 <sup>nd</sup> class. |

### **Professional Experience:**

#### **WNS Global services Pvt Ltd:**

Duration : 19<sup>th</sup> July 2013 to 07<sup>th</sup> Nov 2016  
Designation : **Lead Associate – Operations**

#### **WNS Global services Pvt Ltd:**

Duration : 09<sup>th</sup> April 2007 to 14<sup>th</sup> June 2013  
Designation : **Sr. Associate - Operations**

**Job Profile:** Currently managing Operational department (Back Office) for one of major Airline, with team strength of 30 members.

### **Key Responsibility Areas-Operations:**

- Ensure client SLA is met 100% every month
- Set monthly production targets for the team
- Maintaining Daily Business records of staff
- Prepare Weekly & Monthly reports
- Conduct Monthly meetings & publishing minutes of the same
- Ensuring maximum Capacity utilization
- Conducting One to one with staff
- Handling team issues
- Creating timely back up for stabilizing process by tracking attrition
- Ensure customer requirement, mails & queries are acknowledged & replied on priority
- Handling process transition with clients
- Preparing monthly Roster, Process WIMs, TAT Records, and Training Records for processes.

- Leading, guiding & mentoring for the development of staff & enable them to deliver quality performance

### **Training attended:**

- 1) Advance Excel
- 2) Working with assertiveness
- 3) Basic of ISO
- 4) Creating winning teams
- 5) Business writing skill
- 6) Effective communications
- 7) PowerPoint presentation
- 8) YLDP (Young Leader Development Program)

### **Achievements in Team:**

- Received Star Shine & Shining Star awards for best Performance, Productivity and accuracy for 3 times.
- Received silver category certificate for successfully completed Young Leader Development Program & Project.

### **Core Competencies and Strengths**

- Excellent motivational and leadership skills.
- Analytical abilities
- Expertise with research tools.
- Teamwork management.
- Computer literacy.

### **Personal Details**

Date of Birth	17 <sup>th</sup> Nov 1984.
Gender	Male.
Languages	English, Hindi, Marathi.
Marital Status	Married.
Hobbies	Listening music, Internet Surfing, Cooking.
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Date:-

Place:-

**( Tagade Amol Bhimrao )**