

RESHU MODI

SNAPSHOT:

Experienced Executive Assistant with a demonstrated history of working in varied departments/ industries. Proficient in turning disorganized environments into smooth-running operations to make life easier for busy executives. Self-starter and quick learner who always exceeds expectations and can be trusted with the most confidential projects. Skilled in Management, Executive Assistance, Organizational Development, Contact Center's and Business Process Improvement.

PROFESSIONAL EXPERIENCE (Starting from Current):

- **Sterling Talent Solutions**

Apr 2012 – Present

Sterling Talent Solutions provides employment screening and background check services for companies of all sizes and in all industries. Their offices are located around the US, Canada, UK, India, Philippines & Australia. Their screening services can be integrated into almost any online ATS or HRIS system, allowing companies to get more out of their human resources budgets.

Designation: Executive Assistant

Reporting to: Chief Executive Officer, India & Chief Client Officer (USA)

Team Size: 1 (One)

Key Responsibilities:

- ✓ Extensive calendar management
- ✓ Email management
- ✓ Travel Management: Organize domestic/ overseas travel schedules (Ticket booking, Hotel reservations, Car booking, Visa, Forex, itineraries),
- ✓ Project Management/ Business Presentations
- ✓ People Management
- ✓ Vendor Management
- ✓ Guest Management
- ✓ Events Oversight
- ✓ Analysis and proofreading
- ✓ Maintain Files, Records & Documents
- ✓ Communication roll-out from CXO desk
- ✓ Audit preparations
- ✓ Develop meeting agendas, Minutes & follow-ups
- ✓ Handholding and Mentoring new joiners

- **LIVIA India Pvt. Ltd.**

Jan 2010 – Mar 2012

LIVIA was a Law Practice Management firm funded by IL&FS Technologies. They provided software and service solutions to Lawyers and Law Firms based in the US and European markets.

Designation: Secretarial Assistant Lead

Reporting to: Director of Sales – Channel Partners (USA),

Team Size: 4 Secretarial Assistances

Key Responsibilities:

- ✓ Extensive calendar management
- ✓ Email Management
- ✓ Travel Management
- ✓ Project Management/ Business presentations
- ✓ Product Training/ Demos for partners,
- ✓ Handholding and Mentoring new joiners
- ✓ Research on competitors
- ✓ Analysis and proofreading
- ✓ Product demo to International prospects

- ✓ Maintain Files, Records & Documents
- ✓ Create and standardize documents

- **Sparsh BPO Services Ltd** **Dec 2007 – May 2009**
Sparsh BPO Service Ltd was a subsidiary of Intelenet Global Services. It catered services to the domestic market for Intelenet.

Designation: Assistant Quality Manager

Reporting to: Head of Quality

Team Size: 22 Quality team leaders and Quality Analyst's across different sites

Key Responsibilities:

- ✓ Domestic Banking Process (Customer service, Collections, Banking & Back office),
- ✓ Plan & Implement Standard Operating Procedures
- ✓ Six sigma & COPC standards and procedures implemented
- ✓ Ensure business readiness for internal and external audits & face audits
- ✓ Process level analysis
- ✓ Ensure alignment of quality evaluation process between all supervisory staff across sites
- ✓ Facilitating CSAT out-calling & analysis
- ✓ Quality Database Management
- ✓ Team Management
- ✓ Reporting Stack Ranking, Quality SLA's and Compliance)
- ✓ Identify training needs

- **FirstSource Solutions Ltd.** **Sep 2003 – Nov 2007**
Firstsource Solutions Limited is a provider of business process outsourcing services headquartered in Mumbai.

Designation: Quality Analyst

Reporting to: Senior Manager - Quality

Job Responsibilities:

- ✓ Handle call quality monitoring for 40 – 70 advisors
- ✓ Conduct 1-1 weekly feedback & training
- ✓ Mentoring New Advisors
- ✓ Conducting Quality Induction for new joiners
- ✓ Regulate Calibrations for all departments (Operations, Training & Development, Process Training & Quality Team)
- ✓ Identify training requirements from Quality Evaluation activity and feedback to Training
- ✓ Handle Compliant Calls Resolution and Feedback (Coordinate with Clients at off-shore site)
- ✓ Coordinate QA-MI from Clients to Operations and follow up on corrective actions
- ✓ Hand holding and Mentoring New QA's

- **Renushree Sarees** **Nov 2002 – Aug 2003**
 Retail Shop Manager at the saree showroom at Juhu. Everyday sales and administration of the showroom.
- **Mexim Adhesive Tapes Pvt. Ltd.** **Apr 2001 – Oct 2002**
 Data entry personnel for a manufacturing firm.

PERSONAL DETAILS:

Birth date - 5th December 1977

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References can be provided on request.