

# DOKKA SAMSON REYNOLD

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## Professional Skills:

BPO Operations | Call Center Operations – Inbound and Outbound Telecom | Transactional & Service Quality | Coaching and Feedback Process | Customer Management |

## Summary:

Highly Proficient in monitoring inbound and outbound call and emails responses for 11 years to assess associate's demeanor, process accuracy, customer service performance, and conformity to company policies and procedures

Fulfill front- and back-end processes in the most efficient and fluid manner, delivering the intended product or service on-time with highest accuracy.

## Professional Experience

Compliance Mentor	Nov 22- on words
C3 Solution	Jan 20 – Aug -2021
Dafsons Healthcare Solutions	May' 19 – Sept 2019
Vodafone India	Apr'16 – Apr 2017
First Source Solutions Ltd	
Sr Associate	Mar'10 – 2010
Sr Quality Analyst	Apr'11 – 2015
Aegis BPO (Worked for 6 Months between First source Tenure)	

Created quality error trending reports to identify errors, process/system flaws, and training needs for Inbound / Outbound Telecom operations for complex processes and transactions

- Led process improvement projects that helped operations meet and exceed quality standards and streamline processes to reduce cost.
- Created and revised procedures, checklist and job aids that resulted in process consistency and reduced error disputes.
- Problem resolution root cause analysis.
- Created training manuals, trained and provided Escalation support/ feedback/ coaching for a group of employees as a part of their upskill program
- Supplement monitor allocation performed by quality vendor, focusing on individual support and coaching for low performing agents
- Conduct coaching sessions with associates and provide feedback addressing client service performance, product knowledge and call productivity
- SLA Tracking and Reporting and analysis of service delivery performance metrics

- Assist Quality Assessment Manager in accessing and meeting / exceeding Critical to Quality Metrics
- Assist in utilizing reporting tools that track performance at a department, team and individual level to measure quality rates
- Strong expert knowledge of Microsoft Office products, including Word, Excel, PowerPoint
- Conduct monthly calibration sessions with Team Leaders to develop scoring consistency and best practices
- Produce reporting based on audits and offer suggestions, for improvement
- Write fundamental documentation in a clear, concise manner and according to standards
- Utilize feedback from customers to facilitate improved quality of services being provided
- Monitor and evaluate randomly selected calls to assess associates' service level standards and complete online evaluations of External Audit Calls
- Complete analysis of results to identify root causes or trends that will lead to efficiency and quality gains in the contact center
- Conduct customer interaction and complaints review, and complete evaluations

### **Academic Qualification**

S.S.L.C. from Don Bosco English medium School Hubli

P.U.C. (Commerce) From Don Bosco College Hubli.

B.COM Open University

ITI Training (Welding) from Don Bosco Hubli.

Languages Known

English | Kannada | Telugu | Tamil

### **Personal Information:**

Father's Name : DOKKA J CHRISTOPHER

Mother's Name : DOKKA VARAMANI

Sex : Male

Date of Birth : 09<sup>th</sup> Aug 1984

Marital Status : Single

Hobbies : Dancing, Snooker & Listening Music

Nationality : Indian