

Kiran Ali

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Resume

I am a multi-faceted professional with combined experience of 5+ years in risk management, quality assurance and people management. I have been able to hone my managerial skills, focusing on ensuring efficient office operations through effective management methods. Throughout my professional career, I have been able to diversify my experience, operating in various sectors such as financial, government incentive schemes and property management services.

Transferrable Skills

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|-----------------------|---------------------|---------------------|
| ⇒ People Skills | ⇒ Administration | ⇒ Adaptability |
| ⇒ Root Cause Analysis | ⇒ Analytical Skills | ⇒ Quality Assurance |
| ⇒ Leadership | ⇒ Time Management | ⇒ Problem Solving |

Work Experience

Quality Assurance Team Leader

Ttec

29th of January 2024 – Present

Ttec help companies build engaged, pleased, profitable customer experiences powered by their combination of humanity and technology. Duties include:

- Coach associates to ensure achievement of company and client goals while addressing employee related issues and coordinating training on new or revised information relating to services, products or processes of projects.
- Bring your time management and organizational skills to manage multiple, complex, on-going tasks and projects while monitoring absence and attendance of your team.
- Motivate and develop your team with your open, honest manner and high level of integrity in providing feedback and acknowledging a job well done.
- Continuously promote a performance-driven culture and always work towards reaching for amazing.
- Engage and support your team in making sure they have the proper tools and systems to accomplish day-to-day tasks.
- Consistently mentor and inspire associates.
- Customer focused mindset.

Quality Assurance Officer

Lenvi

20th of March 2023 – 26th of January 2024

Lenvi provide Lending Software, Standby Services and Mortgage Advice. Their cliental includes the likes of Vodafone, Homes England (Help to Buy) and Spectra Legal. My duties included:

- Conduct daily call monitoring and correspondence monitoring for all agents across the contact centre including payments, redemptions, and collections/arrears queries.
- Analyse risk and correctly identify appropriate remedial action to support fair customer outcomes.
- Conduct effective root cause analysis to support necessary improvements that feed into various business areas policies and process changes.
- Ensure the Quality Assurance scorecards aligns to the Clients requirements and delivers effective outcomes for customers.
- Create advanced monthly and quarterly reporting spreadsheets (Excel) as well as dashboards to provide an insight on staff performance and overall efficiency.
- Providing aid to create reporting spreadsheets for other areas of the business.
- Provide feedback to Team Leaders on the outcomes of the monitoring with clear guidance on the areas of improvement and coaching.
- Lead on calibration sessions with clients to conduct call levelling.
- Carrying out extensive audits on numerous law firms and providing detailed reports on findings.
- Engage with stakeholders to agree processes and procedures via regular Teams meetings.
- Producing and reviewing procedural guidance where required to fit the needs of the business.

Risk Management Coordinator

Warwick Estates

1st December 2020 – 3rd March 2023

Warwick Estates are a Property Management Company which provide tailored property management services to their clients, my duties in the Risk Management department were to:

- Ensuring emails & tickets queries for the department are responded to in a timely manner.
- Reporting and logging any incidents, accidents and near missing and chasing these until remedial works have been completed.
- Producing monthly reports on Incidents, Fire Notices & Statistics.
- Tracking overdue actions on a weekly basis and recording for senior membership teams.
- Attending and organising meetings throughout the business, including minute taking.
- Keeping up to date information on outstanding Health & Safety actions throughout the business.
- Creating and maintaining an asbestos register for all properties managed.
- Producing procedural guides and training material.
- Obtaining quotations from our competitors to ensure we are priced accordingly.
- Keeping up to date with Building & Fire Safety Regulations.

Incident & Risk Consultant / Remediation Team Front Line Manager (GCM 4)

Atos

9th September 2019 – 3rd of April 2020

Atos are one of the largest IT solutions companies in the world, of which supports various HMRC/DWP/NSI/Government contracts.

This role revolved around remediation and managing incidents:

- Ability to work across the full range of internal and external stakeholders.
- Managing business incidents graded priority 1-7.
- Liaising with numerous internal departments to create a temporary workaround procedure until a permanent solution was implemented.
- Managing an ever-growing team, ensuring all KPI's are dealt with, within contractual agreements.
- Excellent communication skills & a disciplined work approach.
- Good interpersonal skills & high attention to detail.
- Good time management, organisation, prioritisation skills.
- Ensuring quality standards are maintained throughout Team Coaches and Team Members.
- Good understanding of the operational processes that sort both NS&I and B2B accounts.

Team Manager (GCM 3)

Atos

1st January 2019 – 6th September 2019

Throughout my time working for Atos, I had progressed into a Team Coach position, duties included:

- Identifying areas of underperformance and championing quality.
- Facilitating regular meetings to boost morale and encourage employees to suggest areas of improvement.
- Creating performance improvement plans and quality assurance through call listening.
- Liaising with senior management, reporting areas of concern.
- Deescalating customer complaints and dissatisfactions
- Being responsible for performance management (e.g. setting objectives and reviewing KPIs).

Customer Service Representative /Administrative Assistant to Interim Team Manager (GCM 2)

Atos

30th May 2017 – 31st December 2018

Duties included:

- Writing and distribute emails, correspondence memos, letters and forms.
- Working with various payment systems to process customer deposits and withdrawals.
- Delivering excellent customer service.
- Deescalating customer dissatisfactions and providing excellent telephony customer service.
- Processing evidence of identity, ensuring the requirements of the contractual agreement are met.
- Handling Data Subject Access Requests (DSARs)

Accomplishments:

During my time as a student at the University of Bolton I have managed to lead a group, coming 3rd in the Institute of Mechanical Engineers challenge for the Northwest in 2016. The challenge was to design and create a line launching device which would be able to launch a squash ball to a given target between 2-6m. The skills I have gained from this are, not only being able to work as part of a team but to be able to lead a team, other skills I have gained are problem solving and working within time constraints.

Education

University of Bolton - 2015 – 2017
Biomedical Engineering

Lawnswood Sixth Form (A levels) - 2013 - 2015
Applied Science (BTEC) - Distinction / Distinction
Sociology – C

Additional Qualifications

Advanced Level - Quality Control and Assurance
Level 2 - Health and Safety Training for Employees
Extra Training - COSHH for Clinical Environments
Beta - SafetyCulture Certified (iAuditor) Improvement Specialist

References

Available on request