**Curriculum vitae**

Pranab Kumar Panda

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| **CAREER OBJECTIVE** |

Seeking a career where I can apply my knowledge and acquired skills to achieve the organization’s goal, while inculcating newer skills and gathering knowledge through experience, while innovating and synthesizing new ideas, in order to make a difference.

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| **work experience** |

Having 12+ years of Experience in, Customer Services Operations, Quality Management,

Business Development and Process Excellence.

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| **Company** | **Designation** | **Duration** |
| **Livpure Pvt. Ltd( Luminous Group)** | **Assistant Manager Business Development & Process Excellence** | **Dec-2016 to Feb-2020** |
| **Dish TV** | **Quality Analyst** | **Jan-2016 to Dec-2016** |
| **GENPACT** | **Team Leader** | **Sep-2011 to Jan-2016** |
| **IBM** | **Executive & Sr. Executive(SME)** | **2007 to 2011** |

**Assistant Manager at LivpurePvt.Ltd -Business Development & Process**

**Excellence Bangalore)**

* Identify areas of opportunity and gaps in the system level. Performing the internal and system audit in the varies level of department (Service, store, sales, Marketing & Backend).
* Gathered customer needs and worked with product development teams to implement new changes.
* Documented process flows and developed requirements for functional improvements and enhancements to maximize user engagement.
* Collects and provides performance measures, develops reports, and analyse the Gap findings to identify areas for continuous process improvement across functions.
* Forecast future trends and orient strategies to capture maximum benefits & Coordinate with sales executives to better align company goals and tactics.
* Developing action plans and processes, in coordination with management team, for integrating activities and optimizing department resources to meet major goals and objectives.
* Developed strategies and business for the company by building corporate relationships with customers and the industry/market leaders.
* Handling a team of 15 members & 2 Team Leaders.

**Quality Analyst -Noida DISH TV.**

* Handling two business partner’s centres as external quality analyst.
* Conducting Internal field team audits & gathering customer feedback.
* Designing IVR Flow of different language based on the customer category.
* Preparing Process development flow chart & validating different schemes.
* Accountable of daily audit count, CSAT, NPS & Repeat calls of both the sites.
* Conducting final round of interview (Clint Round) for new joiners.
* Doing audits & sharing feedback to QAs & Conducting calibrations 4 times in a month as a master calibrator.
* Preparing RCA, handling escalations from partners & test calling on new product to the centres.
* Responsible for product update & correction in Knowledge Bank & Sharing the process improvement Ideas.

**Team Leader (Operations) GENPACT - Kolkata**

* Handling a team of 25 members.
* Accountable of smooth & delightful Customer service part with maintaining AHT, SLA, ICE & CQ Score (in bound, Out Bound) for PAN India with.
* Tested new products and system improvement to increase efficiency while staying compliant and preventing documentation issues.
* Provided trainings and materials on responsibilities and duties for new hires.
* Completed data analysis using the contact centre application - Customer Relationship Management (CRM) tool for documentation and compliance purposes.
* Developed business by using Quality Tools Fishbone Diagrams, Pareto Analysis and flow charts, which mapped out the entire process for handling escalated inbound & outbound calls and increasing quality accuracy.
* Assisted both internal and external stakeholders in navigating the system while providing adequate resources.
* Conducting calibrations & daily briefing for the team (Daily updates and team performances).
* Part of internal/External review meeting (MBR, QBR) and reviewing team performance.

**Executive / SME in IBM at Bangalore. (2007-2011)**

* Handling a team of 20 members & accountable for AHT, SLA, & CQ Score. (in bound, Out Bound)
* Quick teamwork and fulfilling organizational target within given time limit.
* Conducting One-on-One sessions with team members for weekly performance.
* Building a team that effectively supports client programs, products and services.
* Leading workflow distribution and floor management to ensure service levels are satisfied.
* Motivating, coaching, evaluating and retaining qualified staff Maintaining service, talk/wrap time, data and both client and consumer satisfaction levels.
* Conveyed in reassuring manner systematic instructions to resolve application issues & answering calls in support of customer needs.
* Performed queries in multiple database assisted incretion and development of the company’s customer relationship management system.

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| **Personality traits** |

* Strong data analysis, interpretation and problem solving skills.
* Willingness to accept challenges along with the ability to work under pressure.
* Efficient in communicating well in written and verbal both.
* Able to motivate the people & ability to adapt in a new environment.
* Honest and smart working with determination and dedication to achieve goals.
* Interest to acquire more knowledge and grasp it quickly.
* Target oriented, can manage multiple tasks quick learner &Time Management.
* Ability to develop quality assessment strategies and plans and implement them successfully.

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| **ACADEMIC CREDENTIALS** |

* MBA Alagappa University.
* B.A (Hons) Berhampur University.
* **Inter (10+2**) from Orissa Board.
* **10t**h (HSC) from Orissa Board.

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| **Personal Details** |

* Date of Birth:1- June- 1984.
* Marital Status **:** Married
* Languages Known: -**English, Hindi, Oriya, Bengali, & Telugu.**
* Address: OLD Town, Garage Chhak Bhubaneswar,

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| ACHIVEMENTS & AWARDS |

* STAR performer of the year award (IBM)
* GEM (Going Extra Mileage) award (IBM)
* Best Performance & Team Handling award (GENPACT)
* Employee of the Month award (DISH TV)
* Extra ordinary Team Support award (Livpure)
* Individual performer of the year award (Livpure)

I hereby declare that the above given information is true to the best of my knowledge.

(Pranab Kumar Panda)