

Unit Manager

Objective:

To seek a stimulating and challenging work environment, to meet my career aspirations and to be an integral part in the group and in the success of my company.

Educational Qualifications:

- Bachelor in Science (Botany Honors) from Mumbai University
- Ms Office from NIIT, Pune.
- O- Level (DOEACC) (Continuing)

Professional Summay

Current Company: Aegis.

Designation: Unit Manager

Duration: Oct 2010 to till date.

Roles and Responsibilities:

- Handling a team of **25 members** in inbound process.
- **Communicating with Customer** counterpart on a regular basis for daily operational activities
- Research, precision and suitability of **Internal Reports** submitted to the **Operations Manager**.
- Monitoring Real Time Queue to maintain the service level and AHT according to the process.
- Driving & Achieving Process KPI's.
- Understand customer expectations and build in the required changes into the processes for meeting true customer expectation.
- **Constant updating of call center core processes**, recent updates & download same to team members.
- Implement key initiatives for process improvement.
- Understand customer expectations and build in the required changes into the processes for meeting true customer expectation.
- Motivate team members & conduct team sessions.
- Escalation of **technical problems**.
- Protect & maintain the confidentiality and integrity of information (client/business related) used in course of work at all time.

Previous Company: IBM Daksh.

Designation: Quality Analyst

Duration: April 2008 to Oct 2010.

Roles and Responsibilities:

- Monitoring, auditing and analyzing the quality of the entire process. Analyzing and improving process quality for achieving process KPI's.
- Doing SR audits which led to decrease the error% of incorrect SR's for the process.
- Being an interface between client and process for any new product launched.

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- Giving the feedback to the agents and making action plans to improve the quality of the entire process.
- Arranging for refresher training for the agents if required.
- Doing KASH analysis for the process which led to increase in customer satisfaction level.
- Updating reports in the required format to the respective departments and client.
- Sending dump and uploading calls to the external client.
- Taking dipstick and briefings pre and post the shift of the agents.
- Participating in calibrations with the external auditors.

Previous Company: Tata Business Support Services Ltd

Designation: Customer Care Executive.

Duration: April 2007 to April 2008.

Roles and Responsibilities:

- Online solve the Airtel customer's Query
- Maintain average AHT and AUX time.
- Make sure that the customers' queries & issues are resolved at the initial stage to Ensure 100% FTR along with good quality levels of the process.
- Sale & Promote the client's product Over Phone.
- Ensuring adherence to the maximum customer satisfaction & customer support.

Initiatives Taken:

- Repeat call analysis was done on regular basis in order to reduce the repeat calls for the process.
- Created Wrap up Templates & Wrap up notes for the process.
- Taken Initiative to Supports my colleagues by giving them much needed support & co operation.
- Created call flow for the process which led the CCE's easy navigation of the product in the system and reduce their AHT which in turn process AHT reduced.
- Created SR templates for the process.
- Did ICE Project which in turn increased customer satisfaction level of the process.

Achievements:

- Awarded as Best Team Leader in the process on performance based.
- Awarded as Best Performer in VMI (Virgin Mobile India) process from client side.
- Based on my performance I was moved to Postpaid from prepaid in Airtel process.
- DHL process became NO. 1 in pan India.
- Got WOW awards for my extra efforts.
- LEAP training completed which was conducted for COPC.

Strengths:

- Adaptable to work in any environment.
- Self confident.

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- Hardworking.

Languages Known:

- English , Hindi , Telugu