

Unit Manager

Professional Summary:

Adept in managing business IT operations with focus on top & bottom-line performance and expertise in determining company's mission and strategic direction. With 6+ Yrs of experience into BPO industry and Expertise in **Team Handling, Report Generation, Client handling.**

Professional Experience

➤ **Unit Manager**
Infosys BPO

March 2012 – Till Date

Key Responsibilities :

- Handling team a span of **22 agents**.
- Maintaining all the KPI targets which was provided by client also the process.
- Doing analysis on KPI project to meet **client satisfaction**.
- **Managing & controlling on team** attrition.
- **Escalation of technical problems**

➤ **Team leader**

Aditya Birla Minacs Worldwide Pvt. Ltd

June 2010 to Mar 2012

Key Responsibilities :

- Handling team a span of 24 agents.
- Arranging pre shift & post shift briefing.
- Coaching, monitoring & giving feedback to team agents.
- Interacting with client regarding process change, Customer issue & concern.
- Monitoring team & floor performance KPI (AHT, CQ, ICF,UC)
- Managing schedule adherence & team absenteeism.
- Managing & controlling on team attrition.

Achievements:

- Best Team leader July and Aug. 2010.
- Best team leader Oct, Nov, and Dec, 2011.
- Best team leader January, 2012.
- IDEA CONNECT Excellence award, for 2010 & 2011.

Extra Initiatives:

- Worked on project unique caller.
 - Project of FCR. - Analyzing the data & making action plans to increase FCR% for process.
 - Ontrack project on AHT & CQ
 - Invalid SR project - - Successfully completed this project, by bring down "tagging error" from 7% to 1%.-
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Unit Manager

➤ Team leader

First source Solution ltd., Bhubaneswar

October 2009 to May 2010

Key Responsibilities:

- Giving pre & post shift briefing.
 - Handling team a span of 17.
 - Maintains SLA for floor & team.
 - Maintain team performance by giving feedback, coaching monitoring & motivation.
 - Giving coaching on cross sell.
 - Escalating customer issue, concern to client.
 - Maintain team adherences absenteeism & attrition.
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Achievements:

Beast Team leader for March,10, April,10, May,10.

Awarded " Attrition worrier" for March,10, April,10, May,10.

Extra Initiatives:

Project on AHT for Yellow belt certification.

Project of "ICF" - To improve the process score.

➤ Customer Service Associate

First Source Solutions

April 2008 to Jun 2010

Job profile:

Handling the inbound calls.

Handling the customers tactfully

Providing information about our service of the company

Attending the Query calls of the customers

Provide market information update

Resolving complaints of prepaid subscribers

Handling queries & processing requests of prepaid subscribers

Coordination with concern dept for resolving the problem and issue of the customer.

Achievement:

I successfully completed the Project of Work Flow for Prepaid Calls which is being followed by Each and every Executive while taking calls.

I got selected for "PARICHARCHA – A Performance based recognition"

Got Best Quality and Best CSAT awards

I got selected for "SME"

Unit Manager

➤ Back Office Executive

Aryan Institute

Sep 2006 to Dec 2007

Designation: Back Office Executive

Job profile:

Entering office data.

Academia:

- Completed B.A in Political science from Madras University in the year 2007 with Honors.
- Completed +2 Arts from Madras University in the year 2004.
- Completed 10th from State Board, in the year 2002.

Professional Qualification

- Completed CCTP (Call Center Training Program) at NIIT
 - NLCP certified from First source Solution ltd.
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