



SUMMARY

Award-winning leader with 5.5 years in banking operations and 2.5 years in leadership role. Proven track record of managing teams of 9-22 associates, fostering a positive environment, and achieving objectives through effective communication and strategic decision-making. Committed to motivating and grooming team members, navigating challenging situations, and upholding high standards of work quality to meet SLAs. Recognized for balancing precision and speed, ensuring accuracy without compromising productivity. Recipient of three quarterly awards and the Retention Warrior award for maintaining zero attrition over two consecutive quarters.

EDUCATION

University of Mumbai

Master's in Commerce - Finance and Accounting
2019 - 2021

SKILLS

- Strong organizational and time management skills
- People Management
- Creative Problem Solving
- Exceptional communication and interpersonal skills
- Analytical skill
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously
- Experience in handling customer escalations

CERTIFICATIONS

Emerging Leader Certification - Firstsource
March 2023

Foundations of Project Management - Google
July 2025

PROJECTS

Asian Infrastructure Investment Bank-12 Days June 2018

The board of governors of Asian Infrastructure Investment (AIIB) announced that the Bank's Third Annual Meeting of the Board of Governors will be held in Mumbai, India in June 2018. India is the Bank's second largest shareholder and is becoming an increasingly important geography for AIIB investments.

- Managed the delegates who were representing their countries in this annual meeting.
- Verified the authenticity of their identity before giving them the access card.

PROFESSIONAL EXPERIENCE

Operations Team Lead

Firstsource Solutions Limited | Nov 2022- Present

Responsibilities:

- Managing and mentoring a team of customer service associates.
- Conducting daily briefings and sharing process updates.
- Managing daily SLA.
- Daily calls with onshore clients and creating daily/weekly/monthly operations reports.
- Creating dashboard and assessing performance metrics to create monthly balance scorecard (BSC).
- Conducting weekly coaching and quality checking for colleagues.
- Maintaining 100% compliance in Risk and Compliance audits.
- Conducting process refresher and process test every month.
- Creating RCA for the onshore clients.
- Inventing process improvement ideas.

Achievements:

- Quarterly Award
[Colleague Privilege Program (CPP) is held quarterly. Awarded 3 times]
- Retention Warrior
[Recognized as a Retention Warrior for having 0 attrition from my span]

Senior Customer Service Associate

Firstsource Solutions Limited | Nov 2019 - Oct 2022

Responsibilities:

- Worked as a mortgage advisor for a leading UK bank.
- Helped customers with their mortgage loan applications, document verification, and queries also handled customer complaints and escalations.
- Conducted quality checking and training for new colleagues.
- Maintained KPI's consistently above 100%

Achievements:

- Rewards and Recognition
[Awarded by R&R 5 times]
- Best Team Award
[Played a key role in winning my team best team award in the Annual Function of 2020]