

- Modinagar, 201204
- 9911027992
- adityachhonkar64@gmail.com

PROFESSIONAL SUMMARY

Dependable Assistant Operations
Manager with experience
developing and implementing
improved operational policies.
Collates and coordinates
high-volume data to assess
progress and preempt issues for
prompt resolution. Communicates
and collaborates well to engage
staff and enhance performance and
productivity.

CORE QUALIFICATIONS

- Project Management
- Data Analysis
- Staff supervision
- Operations management
- Employee scheduling
- Strategic planning
- Excel
- Google Spreadsheet
- SQL
- Workforce mentoring

Aditya Chhonkar

EXPERIENCE

March 2017 - Current

Assistant Manager Operations lenergizer It Services Pvt Ltd | Noida

- Manage Team Leaders and their teams to ensure that all key parameters of performance are met
- · Budget allocation and design incentive policy
- Data Analysis
- Institute creative and innovative rewards and recognition activities for enhancing process performance and motivation
- Assign tasks to Team Leaders as per new project requirements (Six sigma projects)
- · Manage shrinkage and attrition for whole process
- · Client Interaction & handle client escalation
- Outlier management, Data Analysis & QBR / YBR Presentations
- Determine workforce requirements to meet service level and response time objectives
- Determine agent schedules (Shifts / Breaks) to meet the objectives
- Participate in forecasting meetings with relevant departments
- · Take interviews of new hires
- Develop reports on Daily staff requirement based on call projections
- Provide inputs on process and system to the team members
- Ensure compliance with internal policies and procedures, external regulations and information security standards
- Collect and provide data required for various audits like ISMSS etc
- Maintained positive, professional working environment to optimise staff and customer satisfaction.
- Conducted regular staff performance reviews to identify training needs.

February 2015 - October 2015

Jr. Engineer HCL Technologies | Noida

- · Addressed customer service enquires quickly and accurately.
- Maximised customer satisfaction by resolving service issues promptly.

EDUCATION

2013

B-Tech | Information Technology BIT,UPTU, Meerut, UP

2008

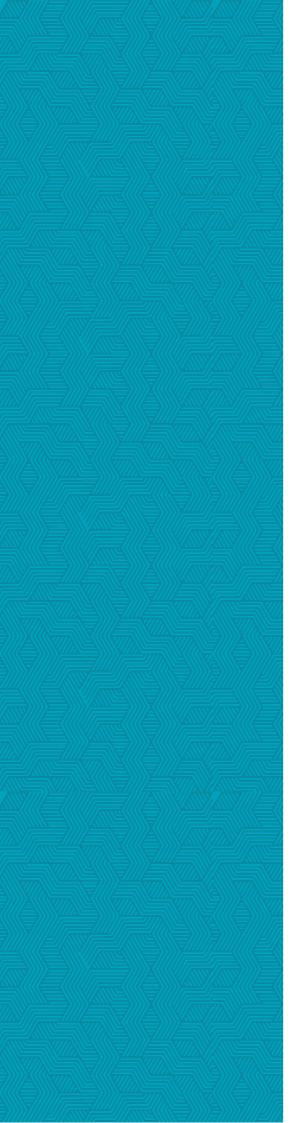
12th

UP Board

2006

10th

UP Board



CERTIFICATIONS

Google Certified Data Analyst

PROJECTS

- Quality Function Deployment (QFD) Six Sigma Project
- BQM
- Mentor Mentee Relationship Management
- Project Alliance (In collaboration with Quality Team)