



📍 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 Ienergizer 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)