

ABHIJIT GHOSH

Ghosh Villa, 61/2 Andul Road, Danesh Shaikh Lane, Howrah – 711109 West Bengal

Career Objective

Effectively utilize existing knowledge, experience, and skills to achieve professional goals of growth and recognition in conjunction with company procedures.

I AM

A self-starter with sound communication, interpersonal and analytical skills focused on constantly upgrading individual and peripheral skills and knowledge through education and on-job learning.

Experience

Intelenet Global Services Pvt. Ltd. Kolkata May 2017 – Current

Quality Analyst

KEY RESPONSIBILITY AREAS (KRA)

- Monitor Calls on a daily Basis
- Take Quality Sessions for New Hires
- Monitor Certification Calls
- Highlight Zero Tolerance Policy defaulters leading to termination
- Provide feedbacks
- Attend daily briefings for updates from the client
- Create Dashboards for showcasing the data as per the audits
- Create QA allocation for the agents in certification and post the same
- Create a database for the audit dumps required from the Client
- Monitor the calls ALD (Agent level Disconnection) calls
- Monitor and validate the Blank calls
- Monitor and validate the Upselling calls

Span Coverage

- At a time the number of individuals for auditing would be around 40 to 50 keeping in mind the dynamic attrition
 - Briefing coverage would be around 20 to 25 which included the tenured and the non-tenured individuals
 - Quality sessions in new hires covered around 25 individuals
-

Sr. Business Analyst – Regulatory Strategy and Business Assurance

AMERICAN EXPRESS INDIA PVT LTD, GURGAON May 2013 – Mar 2017

KEY RESPONSIBILITY AREAS (KRA)

- Audit the internal employees after going through their service (Customer/Merchant/PA/Corporate/Internal)
- Listen to calls and find scopes of opportunities and site the significant errors (Across all domains in the India Market)
- Look into the emails sent by the internal employees
- Highlight process gaps/risks to business and compliance
- Pull Inventory using Internal Tools (CAMS) for audit purpose
- Look into the fact that the services are provided within the stipulated time frames and/or promised timelines.
- Extensive use of MS Excel, P.Com Sessions, Inventory Management, New Applications, NICE application, Citrix base for Customer research, Global Disputes and other internal application software

Training | Ensure compliance with Federal Regulations | Test Calibration sessions | Coaching | Monitoring | Feedback | Managing a part of the team | Provide input and insight to key drivers of errors

Responsibilities in Operations:

- As an Interim Team Leader in Operations:
 - Manage the team as a backup in the absence of the Team Leader
 - Handling all escalated issues
 - Analyzing issues, predicting internal issues and creating a preventive plan of action for the same
 - Updating the team members of the US market and relevant daily news
 - To work in tandem with all the support teams for technical issues
 - To ensure follow ups are done and in timely manner
 - To trickle down changes in procedures and policies to ensure the team is updated
 - To listen to and understand the team members and help them incorporate their ideas to make a combined team effort, which helps in dividing responsibilities among the team members and helps build their morale and grow in the team
 - Floor walking
 - Maintaining workbooks to follow the performance of each individual and providing constructive and timely feedbacks
 - Maintain leave and adherence records including the overall hygiene of the team

Responsibilities in Training and Development:

- As a Subject Matter Expert and Coach in World Learning Service, American Express
 - Conduct Induction of the New Hires
 - Training about the brand and the products in details
 - Maintaining the hygiene in the class
 - Defect Analysis
 - Maintaining a track record of the improvement and the opportunities
 - Working out a plan for the opportunity areas
 - Doing side by side and on spot guidance for the OJT employees(trainees)
 - Forecasting the probable candidates and stack ranking their performances
 - Conducting ice-breaking activities

- Trainings attended:

- Voice and Accent
 - Understanding the Group theory (conducted by the Employee Engagement Group in American Express)
 - Various trainings on various domains of the India Market of American Express
 - Time Management (Understanding the importance of time management, conducted internally)
 - Team Building and motivational workshops (Internally within American Express)
-

FINANCIAL ADVISOR - June 2010

J. P. MORGAN AND CHASE INDIA, MUMBAI

- Performance analysis (Analyzing performance in the team and suggesting possible changes)
 - Best practice enforcement
-

CCP- Oct 2007

CONVERGYS INDIA, BANGALORE

- Product research / Voice / Non-Voice (Email servicing)
 - Customer Service (Worked for Microsoft client as a support analyst for US market)
 - Relate to the customer queries about their credit card directly and provide them first call resolutions
-

Current Professional Achievements

2017

- Awarded the best Quality Analyst with the highest throughput and overall score in Intelenet, Kolkata

2015

- Promoted as a Sr. Business Analyst – Regulatory and Business Assurance on Nov 2nd 2015

2014

- Became a Team Captain (Asst. Team Leader) on November 6th 2014
- Became the Top Performer (Highest score ever in American Express India) for the Month of November 2014
- Became a Coach (Subject Matter Expert) on March 18th 2014
- Became a Master CCP on June 1st 2014
- Winner of Rank 2 as an SME (CCSG) for the second quarter of 2014
- Given the responsibilities of handling all Gap to Goal calculations for the team (while in production and handling OJT)

2013

- Moments of Magic – Best Customer Response – December 2013 Top Performer
-

Professional Abilities

- Hard-working, time flexible and self – motivated
 - Consistent Minimum supervision required
 - Effective communicator
 - Always keen on learning
-

Education

Institute of Social Welfare and Business Management, Kolkata
MHRM (Master of Human Resource Management) – 2013

Sri Siddhartha Institute of Technology, Tumkur, Karnataka
B.E. (Computer Science) – 2007

Don Bosco Park Circus, Kolkata
School / High School (1990 to 2003)

Extra-Curricular Activities

- Photography
 - Outdoor sports
-

Date of birth	:	15.12.1983 (Fifteenth December, Nineteen Eighty Three)
Languages Known	:	English, Hindi, and Bengali