**Priyanka Kundetkar**

Mobile: 9935099909

 Email: 2priyanka2arora@gmail.com

# CAREER OBJECTIVES

* To learn and work with the latest business techniques.
* To be acclaimed and appreciated for providing solutions to complex problems.
* To make important contributions towards a growth of a large organization in the capacity of an employee

##  **STRENGTHS**

* Pleasing personality with good presentations skills. Excellent interpersonal skills, ability to interact with all levels of management.
* Good written and communications skills.
* High efficiency level to work independently or in a team environment. Team player with proven leadership qualities. Excellent team player.
* Effective in promoting a positive and productive work environment. Focussed and result oriented approach.
* Ability to train and co ordinate staff and manage simultaneous projects and meet deadlines.

**ACHIEVEMENTS**

* Received Silver Award for Outstanding performance in customer service in the year **2015-2016** and **2016-2017**
* Awarded three times Top Performer of the year for demonstrating outstanding performance during **2009-2010, 2010-2011, 2011-2012**
* Best Team leader award for achieving 96% Customer satisfaction scores for Airtel UP East in the Year 2007
* Best Agent award from Airtel for achieving 99% SLA and 100% CAR in Provisioning process in the year 2006
* Completion of Yellow belt project in Complaint reduction.

## **TOTAL WORK EXPERIENCE: 9+ Years**

**Technical Solutions Business Analyst** **Jul’19 – to present**

**(Diksha Technologies)**

* Manage any change requests related to the working project plans daily to meet the agreed deadlines
* Aids stake holder in developing their business goals and objectives for projects and Customer Service Request (CSR)
* Define and implement best practices relating to system life cycle development
* Provide expertise in the business unit processes they support and systems components associated with these processes
* Analyzes the business objective of the stakeholder and develops solutions to their business issues
* Analyze both technical designs and specifications and communicate changes in functionality to business owner

**Manager- Inbound & Outbound Operations – Prepaid, Postpaid & Telemedia**

**Aug 2014 – till Nov 2017**

**Bharti Airtel Limited – Uttar Pradesh & Uttaranchal (Lucknow)**

* Handling Prepaid, Postpaid & Telemedia Call center, Retailer Helpline & Retention Call Center.
* Administer performance management by diagnosing improvement opportunities, providing effective feedback, training and corrective action plans.
* Perform quality checks, develop and review performance, identify areas to improve, and implement measures to improve performance levels and meet objectives.
* Ensured strict adherence to company policies and procedural guidelines.
* Handling postpaid complaints & requests and ensuring Quality resolution for all request and Complaints.
* Analysis of complaints to arrive at root cause and improvisation.
* To analyze complaints and provide feedbacks to relevant functions.
* Ensuring SLA Adherence for all the customer complaints & request
* Service request closure quality audit for other function and ensuring 100% quality closure
* Analysis & action planning on customer satisfaction scores to ensure high level of cSAT.
* Retaining customers by working with various departments across the organization to advocate for the customer and work together to resolve any issues
* Conduct Customer calls with other internal departments in an effort to work through obstacles and resolve issues real-time.
* Working with customers to resolve any issues which may be preventing them from maintaining a relationship with airtel
* Increase revenue through up-selling and cross-selling to existing customers

**Assistant Manager- Inbound & Outbound Operations - Postpaid Jul 2013 – Jul 2014**

**Bharti Airtel Limited – Uttar Pradesh & Uttaranchal (Lucknow)**

* Handling Postpaid Call center & Data Call Center.
* Administer performance management by diagnosing improvement opportunities, providing effective feedback, training and corrective action plans.
* Perform quality checks, develop and review performance, identify areas to improve, and implement measures to improve performance levels and meet objectives.
* Ensured strict adherence to company policies and procedural guidelines.
* Handling postpaid complaints & requests and ensuring Quality resolution for all request and Complaints.
* Analysis of complaints to arrive at root cause and improvisation.
* To analyze complaints and provide feedbacks to relevant functions.
* Managing all the outbound call center activities related to close looping.
* Implementing and ensuring standards of key process and thus protecting Company trademark.
* Ensuring SLA Adherence for all the customer complaints & request
* Service request closure quality audit for other function and ensuring 100% quality closure
* Analysis & action planning on customer satisfaction scores to ensure high level of cSAT.
* Working Roaming coordinator for UP circle as handling roaming related complaints.

**Senior Executive Service Recovery Jun 2011 – Jun 2013**

**Executive Service Recovery Sept 2009 – Jun 2011**

**Off Role Employee Nov 2007 – Sept 2009**

**Bharti Airtel Limited – Uttar Pradesh & Uttaranchal (Lucknow)**

* Handling Postpaid and Prepaid complaints & requests and ensuring Quality resolution for all request and Complaints.
* Analysis of complaints to arrive at root cause and improvisation.
* To analyze complaints and provide feedbacks to relevant functions.
* Managing all the outbound call center activities related to close looping.
* Implementing and ensuring standards of key process and thus protecting Company trademark.
* Ensuring SLA Adherence for all the customer complaints & request
* Handling Nodal, Appellate, Legal, TRAI, DOT & CORE complaints
* Service request closure quality audit for other function and ensuring 100% quality closure
* Analysis & action planning on customer satisfaction scores to ensure high level of cSAT.
* Working Roaming coordinator for UP circle as handling roaming related complaints.

**Team Leader (Postpaid close looping) Aug 2006 – Nov 2007**

**Amartech Convergence Pvt Limited (Lucknow)**

* Timely closure of all close looping, intimation and health check cases.
* Ensuring SLA Adherence and CAR scores achievement.
* Timely closure of call back request received from call center and ensuring complaint closure up to customer satisfaction.
* Maintaining dashboard of close looping, agent attendance etc
* To analyze repeat complaints and provide feedbacks to relevant functions.
* Delivering targeted Process scores through management and planning.
* Assessing, motivating, & developing the team to higher level of competence and performance.
* Monitoring wrong closure of Service requests by process owners and escalating the same to functional heads for further action.

**PROFESSIONAL TRAININGS & PROJECTS**

* **Arbor order management system:** Covered the steps to provision various services in Arbor order management system. Also covered error rectification in the system to decrease the SLA and ensure maximum FCR for provisioning related queries.
* **Billing:** Conducted Bill clarification sessions on as and when required basis covering all the billing abbreviations and billing discrepancies that helped to increase FCR%
* **Soft skills**: Training sessions conducted for call handling process, during transition of Call center.
* Launch of iCRM Phase 1 & 2
* Project Pehli Bar/VISTAAR/Re-Treat/Saksham
* Yellow Belt Project on Complaint Reduction

**SOFTWARE SKILLS**

* Microsoft Word, Excel, Access, PowerPoint
* Microsoft Windows XP, Windows 7 Enterprise.

**QUALIFICATIONS**

* Post-Graduation from Raipur University 2019
* Bachelor of Commerce from Lucknow University, in 2007
* Intermediate (ISC Board), in 2004
* High School (ICSE Board), in 2002
* Diploma in Computer Application And Management

**PERSONAL DETAILS**

* Date of Birth : 3/7/1986
* Marital Status : Married
* Gender : Female
* Language Known : Hindi & English
* Husband’s Name : Mr.Sunil Kundetkar