**Akansha Singh Yadav**

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**PROFILE SUMMARY**

* A result oriented professional with **10 years** of experience in Quality, Operations, and Customer Service.
* An executor with sufficient experience in managing **service** **operations** with an aim to accomplish corporate plans & goals successfully.
* Resourceful at maintaining **relationships with clients** to achieve quality product and service norms by resolving their service related critical issues.
* Capabilities in **coordinating with customers** for running successful business operations and experience of implementing procedures and service standards for business excellence.
* Solutions-driven, **customer centric professional** with significant experience in handling all aspects of service functions.
* An effective communicator with good relationship building & interpersonal skills. Strong analytical, problem solving & organisational abilities. Possess a flexible & detail oriented attitude.

**Career Highlights**

**Feb’11-till now M/S Exl Services Ltd**

Current Industry **As a Senior Quality Analyst** **(Yellow Belt Certified)**

BPO Sector

**Mar’10-Aug’10 M/S E4E Health Service Private LTD**

**As** **Backend Executive**

BPO Sector

**May’08-Mar’10 M/S Aegis Bpo As Customer Executive**

Last Industry Telecom Sector

**Employment History**

**Currently since Feb’11 till now**

**Exl Services Ltd: - Sr.Quality Analyst (Yellow Belt Certified)**

I am working as Sr. Quality Analyst. My key roles and responsibilities are Call Audits, Policy Process Audits, Reporting’s, Client Interaction, Work on AIM, Provide Feedbacks, Conduct Huddles, Design Process Maps, and Work on Projects for Process Improvement.

**Key Deliverables**

***Quality Compliance***

* Ensuring process improvement initiatives leading to increased productivity and better quality standards.
* Monitoring calls and delivering feedback.
* Maintaining quality scores received from the Quality Department by rechecking the audit calls which are supposed to be sent to the clients.
* Handling complaints and maintaining reports associated with it.
* Reviewing the performance of team members in coordination with the Operations & Quality Manager.
* Preparing process documents and maintaining the reports/database.
* Attending conference calls for quality assurance with the Clients.

**Project # 1**

Project Name : Out of scope Activity

Client: DLG

Process: Travel

Tool : Macros

**Project Description:** I have created macro inbuilt excel sheet with the help of automation team, where in out of scope activity get already action by Bot. Saved 1.2 FTE.

***Client Relationship Management***

* Building and maintaining healthy business relations with clients, ensuring high customer satisfaction matrices by achieving delivery & service quality norms.
* Ensuring speedy resolution of queries & grievances.
* Assessing customer feedback, evaluating areas of improvements & providing critical feedback.
* Taking escalations for resolving critical issues.
* Ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels.
* Tracking interaction between executives and customers to ensure quality assurance standards.

***Operations Management***

* Managing service operations for rendering and achieving quality services, providing first line customer support by answering queries & resolving their issues, ensuring minimum TAT.
* Handling customer service operations inclusive of implementing short / long term plans; coordinating with team with focus on excelling business targets & service delivery metrics.
* Identifying improvement areas and implementing adequate measures to maximise customer satisfaction level.
* Handled customer complaints & carried out assigned work activities as per company policies and procedures
* Exercise due diligence in processes related to customer transactions
* Identify improvement areas and propose constructive changes to achieve operational excellence. Provide suggestions for team development. Be presentable and pleasant at all times. Maintained integrity, professionalism and friendly attitude. Contribute positively as a team player.
* Supervising Junior Officers ensuring compliance.

***Training & Development***

* Arranging trainings for existing / new recruits for improving their performance levels; updating them latest developments & modifications and inspiring individuals to strive for excellence.
* Evaluating the effectiveness of training programmes by constantly developing & implementing pre and post assessment tools. Determining training needs & conducting programmes to enhance efficiency in operations.
* Developing and delivering coaching / group training and instructional programmes related to technical, operational, management skills and attitude.
* Monitoring the performance of employees to ensure efficiency in operations and meeting of KRA’s.
* Identifying training needs across levels through mapping of skills required for particular positions and analysis of the existing level of competencies.

***Process Management***

* Mapping business requirements and coordinating in developing and implementing processes in line with pre-set guidelines.
* Conducting internal process reviews for ensuring strict adherence to the process parameters/systems as per defined guidelines.
* Setting up targets, maintaining CTQ (Critical to Quality) / CTP (Critical to Process) targets and involved in planning for the process.

***Since Mar’10 till Aug’10.***

***E4E Health Service Private LTD – Backend Executive***

* The process was for medical transcription where it was required to put medical codes against illness description mentioned by the onshore doctors.

***Since May’08 till Mar’10.***

***Aegis Bpo Ltd- Customer Executive***

* The process was with Apollo Hospitals, where in I cater the inbound calls, book appointments for doctors for OPD and health checkup.

***MIS***

* Generating & presenting various weekly/monthly MIS reports pertaining to process/productivity.
* Providing PPT presentations on a regular basis to the higher management based on team’s performance.

**AWARDS/RECOGNITIONS**

* *Won lot of awards and recognitions in the previous organisation and in current organisation.*
* *Awarded for best employee of the year.*

**TECHNICAL SKILLS**

* Well versed with **MS Office and Internet Applications.**

***PERSONAL DETAILS***

Date of Birth : 03rd June 1988

Marital Status : Unmarried

Languages Known : English and Hindi

Gender : Female

***Education***

* High School (10th) from Uttar Pradesh Board.
* Intermediate (12th) from Uttar Pradesh Board.
* Graduate from Kanpur University (2008)

Declaration

I hereby declare that the above-furnished details are true and correct to the best of my knowledge.

Date :

Place: New Delhi (Akansha Singh Yadav)