##  RAJESH GIRISH PANDEY

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**CAREER OBJECTIVE**

To pursue a challenging role in a reputed organization which offers flexibility and stability in work; which will allow me to channelize my energy and passion for working and learning.

**WORK EXPERIENCE**

* **Sterling Information Resources Ltd. (Canadian Process)**

**Quality Coach (October 2017-Present)**

* Auditing files related to Canadian applicants (Employment Verification, Education & References)
* Client specific audits
* Trigger audits
* QA ATA
* OPS ATA
* Process updates to team
* Calibration meeting
* QA/OPS review meet
* Team Huddles
* Verifications Team Voice (Employment & Education)
* Verifications International Team Voice (Employment & Education)
* References Team Voice (Personal Reference)
* References Team e-Ref (Personal Reference)
* Huddles for OJT batch
* Audits for OJT batch
* Compliance

**Functional Areas:**

**Verification Specialist (July2015-September 2017**)

* Reporting to Team Leader
* Background checks of Canadian applicant’s
* Maintaining quality
* Updating the reports
* Working according to client preferences
* Working on MI for Applicant’s
* First point of contact to client/ candidate
* Point of contact for team
* Mentoring OJT
* Keeping track of OJT’S IPH & quality score
* Monitoring inbound queue

 **Additional task of handling Calabrio request for US, UK & Canada Process for all locations.**

 **Calabrio is a tool where all calls are recorded.**

 **Task:**

* Add / removing agents
* No recording requests
* Supervisory access request
* Change in time zone request

* **Silgate Solutions Pvt. Ltd. (U.S Process)**

**Functional Areas:**

**Acting** **Team Coach (April 2012 – Jan 2015)**

* Managing inbound team along with team leader
* Taking a briefing and sharing the required information about the process
* Managing the attendance sheet and performance of team members
* Target distribution to team members
* Meeting up the targets
* Maintaining the quality
* Taking one on one session with the verifiers and team members

**Verifier (June 2011 – March 2012)**

* Verifying sales calls as well as for upselling
* Explaining customers about the programs in brief
* Making the sale go through

**CSR (Sept 2009 – May 2011)**

* Taking inbound and making outbound calls
* Selling membership over the phone to international customers
* Explaining programs before selling
* Taking care of quality parameters

* **Vijay Sales, Thane (W)**

**Functional Areas:**

**Sales Executive (July-2005 – July-2009)**

* Reporting to Floor Manager
* Interacting with customers and giving product knowledge before selling electronics products
* Knowledge of LCD’s, Plasma’s, Air Conditioners, Refrigerator’s, Mobile Phone’s, Digital Camera’s
* Meeting monthly sales targets
* Setting up displays as well as to update the price tags
* Managing and ordering inventories

## ACADEMIC QUALIFICATION

|  |  |  |  |
| --- | --- | --- | --- |
| Degree / Examination | Year of Examination | Result | University / Board |
| MBA (Operations Management) | Sept.2018 | 3.63 (GPA) |  ITM University |
| B. Com | Mar. 2015 | 53% | University of Mumbai |
| H.S.C |  Feb. 2005 | 49.83% | Maharashtra Secondary Education Board – Mumbai |
| S.S.C | Mar. 2003 | 59.06% | Maharashtra Secondary Education Board – Mumbai |

## INTEREST AND HOBBIES

* Cricket
* Riding Bikes
* Reading
* Music

## PERSONAL DETAILS

Date of Birth : Dec 28, 1986

Sex : Male

Marital Status : Single

Language Proficiency : English, Hindi, Marathi

**Place : -** Thane

**Date : -** 17/10/2019