

Vidya Nadar

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📍 : Mumbai

Career Objective:

Backend Operation Executive & Customer Service Professional with more than 5 years of experience looking for opportunities to leverage my administrative & management skills with an organization of repute.

Work Experience:

Years of Experience : 5 Years

Background of Experience : Commodity Exchange Platform

Job Description:

Joined **NCDEX eMARKETS LIMITED** (formerly known as NCDEX Spot Exchange Ltd, is one of the pioneer organization in India dealing with online trading of various agricultural and non-agricultural commodities) on Sep 2015 as Customer Service & Backend Operation Executive and currently working as Sr. Executive.

Responsibilities:

- Handling team of 4 members and guide them in day to day activities to make them achieve operational efficiencies as a Team lead.
- Trained new employees by providing knowledge of specific tasks/ policies. Ensured new associated were performing all their job duties and that each and every customer left satisfied.
- Handling ISO compliance check for all the activities in our department.
- Completing all the activities within predefined TAT and working on continuous improvement.
- Managed and worked on automation of existing activities.
- Attending and actively participating in weekly and monthly meetings for performance improvement.
- Resolving queries and complaints of members/clients via calls and emails.
- Following up with internal team (Market Watch) and Business Development team to resolve Trade and Payout related queries of members.
- Sending intimation emails to winners and to complete all SD/Buyer Payin Process.
- Scheduling of Auctions for KFCSCSCL/APCSCL/KCSCL/FCI/NAFEAD/ and others
- Following up with IT Department for Backend Process relating to corrections in data base
- Maintaining records of the registered members in excel sheet and maintaining the records of physical documents.
- Scrutinizing and ensuring receipt of all required documents for membership
- MIS & Data Management- Sending the MIS on Weekly/Monthly basis to Management
- Review and amend rotas to ensure appropriate staffing levels

- Oversee shifts, ensuring all members of staff provide support in line with individuals' care plans and daily support plans.
- Motivate, support and mentor the staff when required and ensure good team working.
- Observe staff to ensure their performance is of a high standard in multiple processes.
- Oversee the allocation of the full range of duties for each of the shifts worked, and that all necessary work is completed.
- Undertake the performance management activity of the team leaders against key performance measure.
- Handling Calls, emails and responding back on their queries and escalations
- Handling weekly client calls on Quality, productivity and attendance and share the MOM with management.
- Track and monitor the project against time, effort & cost
- Collaborate with team members and counter parts to plan and deliver the project successfully.
- Ensure all Escalations are routed to the right focal and are responded back ASAP with all required details
- Ensure TAT and Quality parameters are met.
- Conduct weekly/monthly reviews in accordance with the complexity of the project.
- Ensure the absenteeism is kept under the agreed target limits.
- Identify key talents within the span and groom them to the next level.

Core Competences

- **People Management** – Ability to work with different skill sets and setting them to share common goal. Believing in togetherness- creating more winners. Believe in “People like to work with people they like”
- **Process adherence** – Believes strong process can provide stability and opportunity for all to grow
- **Self Motivating** – “Believe one can only motivate oneself. We can only create environment for the person to motivate”, ability to work independently and as a team. Love to accept challenges of leading and team building
- Time Management and Multi-Tasking

Technical Skills:

- Operating Systems: Windows
- Tools & Utilities: MS-Office

Educational Qualifications

- BACHELOR OF ARTS (T.Y.B.A) Director of Distance Education, Mumbai University in 2012
- Higher Secondary School Certificate from Maharashtra Board in 1999
- Secondary School Certificate from Maharashtra Board in Mumbai 1997

Professional Qualifications

MS-CIT Passed with 2nd Class

Personal Information:

Date of Birth : 05.09.1981
Marital Status : Married
Linguistic Ability : English, Hindi, Marathi, Tamil, Telugu
Hobbies : Reading, Listening Music
Address : C-502, Sheetal Dhara Complex, Plot No. 28, Sector - 7, Mansarovar,
Kamothe, Navi Mumbai
References : Can be provided upon request

I hereby declare that the information furnished above is true to the best of my knowledge.

Vidya Nadar