**ANUPAMA**

**ANUPAMA.338638@2freemail.com** ****

**Personal Details:**

Languages Known: ENGLISH/ HINDI/ MALAYALAM/ TAMIL

Visa Status: Dependent Visa

**Professional Experience (7yrs)**

**Serco BPO Pvt Ltd - Team Lead Operations - Barclays Bank (Mar 2013** **– May 2014)**

* Handled a team of 20+ employees for banking back end operations
* Handled escalations, MIS and employee engagements for the team
* End to end complaints handling on Credit Cards & Debit Cards
* Resolution of queries of all mapped clients within TAT specified
* Responsible for effective implementation of new processes around defined objectives
* To ensure high level of client statisfaction
* Data Compliance Checklist maintained to ensure effectiveness and improvement of the team
* Responsible for monthly reviews, initiatives & audits
* Increased productivity & quality of the team
* Improved teams attrition by marginal percentage
* Value addition for the betterment of the team
* Feedback and reports maintained to ensure the performance matrix of the team

**Firstsource Solutions - Training Lead – Soft Skill Training – Airtel Telecom (May 2011 – Mar 2013)**

* Process owner for the function; establishing the process and procedures; reviewing the process manual, templates, training SLA’s and coordinating the fulfillment of training objectives
* Preparation, review, and publishing of Annual Training Calendar based on inputs from training needs, competency analysis and gap identification
* Review and evaluation of training programs including the training effectiveness, appropriate selection of training and evaluation methodologies
* Conducted Training Needs Analysis for soft skills, designed the content and delivered a training program on various soft skill for the Middle Management staffs and training new hire batches on improvising organizational standards
* Review and modification of training curriculum including the development of training aids viz. presentation, questionnaires and assessment tools
* Involved in conducting Training Need Analysis, designing and delivering corporate training programs on English language, business communication and soft skills.
* Trained around 1100 new hires on soft skills and facilitated on-floor associates by scheduling monthly refresher trainings in order to not compromise on organizational internal and external quality audits
* Various training programs conducted for Middle Management on E-Mail etiquette, people management, attrition control and behavioral training
* Preparation of periodical MIS reports and presentations which includes training trends, attrition analyses, refresher training efficacy, online assessment scores

**Intelenet Global Services – Sr. Customer Service Executive – Barclays Bank (Jul 2007 – Feb 2009)**

**Hinduja TMT Global Services – Customer Service Team Lead – Operations – Airtel Telecom (Oct 2006 – Jun 2007)**

**GE Consumer Finance – Customer Service Associate – SBI Credit Cards (Nov 2004 – Aug 2005)**

* Provided excellent customer services for clients in a friendly and courteous manner and respond to all inquiries accordingly
* Have knowledge of banking products and services
* Improve customers’ banking experience by ensuring that the customers are dealt with promptly and all their issues are resolved without delay
* Ensure that all the bank’s policies and procedures, code of conduct and regulatory guidelines are strictly complied within the process of discharging duties
* Suggested effective ways through which the organizations can promote its products & services and increase customer satisfaction
* Provide assistance to colleagues in other department by liaising with them and assisting them with their queries
* Participated in marketing and awareness campaigns to create an enlarged customer base
* Established and promoted cordial relationships with customers, ensuring prompt responses to their inquiries and solving their problems to grant them maximum satisfaction
* Ensure that customers’ confidential information is properly protected and only used for official purposes
* Escalated complex customer complaints and challenges to the relevant department for effective resolution
* Continuously developed skills by participating in professional trainings, attend courses as instructed by management and contributed acquired knowledge to the development of the team.
* Responsible for improvising the internal process to reduce customer escalations.
* Reviewed the quality scores of the team and ensured that the team scores are always on an increasing trend.
* Handling nationwide queries on Credit Cards
* Soliciting and verifying information, creating files and performing various processing tasks.
* Updating customer information on CRM application on a timely basis.

**Education :**

BA ENGLISH LITERATURE, UNIVERSITY OF MADRAS, CHENNAI, INDIA (2000-2003)

**Achievements & IT Skills:**

* Achieved Outstanding Performance Award for Banking Operations (Serco BPO Pvt Ltd)
* Achieved consecutive 3 quarters for best performance in corporate communication (Intelenet Global Services)
* Achieved Best Team Lead award for Quality (HTMT Global Services)
* MS Office - Excel / Outlook / Word / PowerPoint

***References will be provided on request***