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|  | **Mansha** **Operations | Quality Analyst****An organized, bright and confident professional with a Short yet diversified experience in managing operations as a Team Leader. Seeking challenging assignments to apply accrued professional credentials and educational background towards the progress of a leading organization** |
|  |  | **🖂 mansha-390361@2freemail.com** |
| **PROFILE SUMMARY*** Expert in presenting the **right blend of leadership & Quality management expertise** while applying best business practices and adopting collaborative approaches for vertical financial growth.
* Self-motivated **with the ability to be** Flexible & adaptable to new environment.
* Ability to improve operations, impact business growth and maximize profits through contributions in **strategic planning, modeling and management.**
* Extensive experience of working with people of multicultural background and diverse environments i.e. locally and internationally.
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| **CORE SKILLS** |
| **Daily, Weekly Reports** | **Target Oriented**  | **Training**  | **Feedback** | **Quality Checks** | **Ensuring Compliance** |
| **Monthly Reports** | **Relationship Management** | **Communication & Interpersonal Skills** | **Leadership** | **Analytical & Problem Solving**  | **Ability to Work Under Pressure** |
| **PROFESSIONAL EXPERIENCE** |
| **Team Leader** |  **September 2018 – February 2019** |
| **Medlife International Private Ltd. – Mumbai, India****Key Responsibilities:*** Managing a team of 40 pharmacists
* Actively promote and demonstrate high level of communication & customer service by establishing and maintaining positive relationships
* Support and lead the implementation of and quality use of medicines by participating in projects, audits, working groups
* Develop strategies to promote team members adherence to company regulation and performance goals
* Conduct team meetings to update members on best practices and continuing expectations
* Generates and shares comprehensive and detailed reports about team performance and deadlines
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| **Team Leader – Quality** | **May 2015 – November 2018** |
| **Kankei Relationship Marketing Services Pvt Ltd. – Mumbai, India****Key Responsibilities:*** Handling a team of 70+ executives with 20+ processes
* Preparation of daily and weekly reports.
* Expertise in Managing teams, Process Training, Quality feedback, interacting with clients and efficient at consistently achieving SLA targets keeping customer satisfaction as the primary objective.
* Preparing reports with a view to monitor the performance & efficiency of team members, ensuring compliance with pre-set quality parameters so that the business can achieve the key metrics
* Facilitate problem solving and collaboration
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| **Team Leader** |  **September 2016 – April 2017** |
| **Kankei Relationship Marketing Services Pvt Ltd. – Mumbai, India****Key Responsibilities:*** Managed a team of 7 executives with 24\*7 shift as Inbound & Outbound activity process
* Preparing reports with a view to monitor the performance & efficiency of team members, ensuring compliance with pre-set quality parameters so that the business can achieve the key metrics & sharing with clients on daily & monthly basis
* Have been promoting knowledge sharing through the organization's operational business processes and systems
* Maintained QA standards for staff, ensured calls were completed with firm standards, escalated issues as needed, and maintained communication with customers and management teams.
* Trained staff and monitored progress for the extent of their probationary period while achieving high levels of productivity, handling 1000+ calls weekly, and averaging 200+ calls daily.
* Motivated team of operators on both inbound and outbound calls.
* Supervised inbound team to make sure that they answered questions knowledgeably and thoroughly.
* Did spot-checks listening in on calls to make team followed provided scripts.
* Determined the duties and responsibilities of individuals in a team.
* Analyzed the individual performance of each team member and motivated them to perform even better.
* Tracking the performance of team members and conducting reviews weekly.
* Arrange for team engagement activities
* Encourage creativity, risk-taking, and constant improvement
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| **Quality Analyst**  | **March 2013 – September 2014** |
| **HBL Global Pvt Ltd. – Mumbai, India****Key Responsibilities:*** Identify and give feedback on agent shortcomings in soft skills and process knowledge.
* Online/offline monitoring of agent calls to audit and scrutinize.
* Auditing calls based on set parameters for respective processes.
* Taking training for new batches regarding quality parameters.
* Reviewing the performance of the Agents
* To gauge the satisfaction of Consumer with the Quality of delivery of the executives.
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| **EDUCATION** |
| * **Master of Commerce from Mumbai University – Mumbai, India (2015)**
* **B.Com from Mumbai University - Mumbai, India (2012)**
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| **PERSONAL DETAILS**

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| * **Date of Birth:** 24th January 1990
 | * **Nationality:** Indian
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| * **Age:** 29 Years
* **Marital Status:** Single
 | * **Languages Known:** Fluent in English, Marathi & Hindi
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