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