### CURRICULUM VITAE

Shri Ramchandra CHS

B-405, B R Nagar,

Diva dativali road,

Diva (East)

Mumbai - 400 612.

: 8652260022 (Mobile)

**Janvi Jayesh Tondwalkar**

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| **Career Objective** |

To obtain a challenging position in an organization that requires highly motivated and creative people.

To learn and contribute in a team environment. Looking for a growth Oriented work environment for a mutual benefit with the organization.

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| **Summary** |

* Target Achiever.
* Excellent Communication Skills.
* Creative.
* Proactive Attitude

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| **Professional Accreditations** |

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| Organization Name | : Share Market Ideas (Mstrong Management Pvt Ltd) |
| **Designation** | : Compliance Officer |
| **Duration** | : from 6th Jul’22 – Till date |

**Job Profile:**

* Resolve complaints as per given timeline received via Website or Email
* Customer handling on the call or via Email/Chats.
* Counseling the customer’s about their payments & trading guidelines.
* Performing audits & sharing feedback with the assigned agents.
* Providing Coaching & Grooming to improve the Quality of the process.
* Data Handling & Maintaining the audit reports on monthly basis.
* Performing call listening sessions twice in a month
* Conducting quality sessions to achieve daily, weekly and monthly quality goals.
* Preparing & conducting product test for floor agents (Inbound & Outbound).
* Conducting Quality Inductions for new agents.
* Work towards increasing Sales & Quality targets by providing feedback on immediate basis.
* Helping operation team to make process smoother by sharing reports with observations & implementation.
* Flashing reports i.e. Monthly Quality check report, Initiatives, Quality Induction.
* Appreciating agents for their 100% quality calls on the floor

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| Organization Name | : Toppr.Com (Haygot Education Pvt Ltd) |
| **Designation** | : Quality Team Coach |
| **Duration** | : from 12th May 2017 – 23rd Jun’22 |

**Job Profile:**

* **Worked for the PAN India Tele Sales process of Toppr E-learning services**
* **Managing a team of 15 QA’s along with their respective cities**
* Ensure that Quality team meet their targets for Calling/Analysis data for field sales process
* Perform ATA on QA audits & sharing feedback with the QA’s
* Providing Coaching & Grooming for the Quality Analyst
* Verifying Tele-sales calls with updated analysis on daily basis.
* Sharing clarification analysis to the respective cities
* Conducting quality sessions to achieve daily, weekly and monthly quality goals.
* Preparing & conducting product test for Training batches.
* Handling certifications of PAN India cities on weekly basis
* Ensure productivity targets are met on daily basis.
* Work towards increasing interested & accurate leads by providing feedback on immediate basis.
* Helping operation team & co-ordinating with respective City Managers, ZSM, CLM to make process smoother by sharing reports with observations & implementation.
* Flashing reports i.e. Daily Quality check report, Clarifications, Clash, PKT, Quality Induction & Certification
* Helping operation team & co-ordinating to make process smoother by sharing reports with observations & implementation
* Appreciating Education Counselors for their 100% quality calls through the mail

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| Organization Name | : Tele Access BPO Pvt Ltd |
| **Designation** | : Quality Analyst |
| **Duration** | : from 30th July 2014 – 5th March 2016 |

**Job Profile:**

* Worked for the process of Hannover Milano Fairs (Outbound)
* Auditing live & recorded calls and deliver reports on daily basis.
* Conducting quality sessions to achieve daily, weekly and monthly quality goals.
* Conducted one on one feedback for BQ agents & motivating them to achieve their targets.
* Preparing & conducting product test on floor to ensure that every agent is having complete & accurate updates about the process.
* Supervised and motivated agents by sharing positive feedbacks of their quality calls.
* Ensure productivity targets are met on daily basis.
* Work towards increasing interested & accurate leads and provide feedback on immediate basis.
* Helping operation team & co-ordinating to make process smoother by sharing reports with observations & implementation.
* Prepare DQR on a daily basis, and documentation of weekly & monthly targets & feedbacks.
* Training new agents in the absence of Trainer
* Flashing Certification, OJT reports & sessions of the OJT agents to get familiar with the process & product.
* Ability to manage process & team in the absence of Operation Team Leader.
* Conducted mock calls, tape review sessions of good calls & fatal errors to curb down product & process errors
* Handling Internal & External calibrations with operations & managers for better understanding of process
* Appreciating agents for their 100% quality calls through the certificates

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| Organization Name | : SERCO BPO Services Ltd |
| **Designation** | : Quality Analyst |
| **Duration** | : from 26th May 2012 - 5th July'2014 |

**Job Profile:**

* Worked for the process of Asian Paints Limited (Customer Care)
* Monitoring live & recorded calls and deliver reports on daily basis.
* Monitor calls for 6 different sub processes and provide feedbacks on observed performance.
* Conducting quality sessions to achieve daily, weekly and monthly quality goals.
* Conducted one on one feedback for BQ agents & motivating them to achieve their targets.
* Ensure about daily updates regarding product & process.
* Preparing report of Just Ask Activity on floor to ensure that every agent is having complete & accurate update of newly launched product.
* Performed different activities like short call analysis, long call analysis, BQ audits
* Supervised and motivated agents by sharing positive feedbacks of their quality calls.
* Ensure productivity targets are met on daily basis.
* Monitor client e-mails, escalations and ensure timely closure as per TAT
* Also, work towards reduction in escalations. And provide feedback on immediate basis.
* Helping operation team & co-ordinating to make process smoother by sharing reports with observations & implementation.
* Prepare DQR on a daily basis, and documentation of weekly & monthly targets & feedbacks.
* Handling Quality Induction & Certifications of new agents.
* Flashing Certification, OJT reports & sessions of the OJT agents to get familiar with the process & product.
* Assisting with training and identify training needs within the group and provide feedback
* Ability to manage process & quality team in the absence of Quality Team Leader.
* Conducted SBS monitoring, mock calls, tape review sessions of good calls & fatal errors to curb down product & process errors
* Handling Internal & External calibrations with operations & managers for better understanding of process
* Appreciating agents for their 100% quality calls through the certificates
* Motivating teams by different activities like quality matches in 2 teams, Winner of 0 fatal & MRV errors.

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| Organization Name | : Spice BPO Pvt Ltd |
| **Designation** | : Quality Analyst |
| **Duration** | : from 12th Jan 2011- 26th Dec 2011 |

**Job Profile**:

* Worked for the process of Dish TV (D2H - Customer Care)
* Training the Team members on various process changes, Product updates on daily basis.
* Working with Manager to develop/implement action plans to achieve desired performance Level
* Provide operational floor management by monitoring Calls, making appropriate Decisions and achieving desired targets.
* Providing Quality performance feedback to the CSR’s.
* Appreciating performers by giving them rewards through the medium of RNR as a Motivational factor. .
* Conducting a training for the process of Dish TV Inbound Customer Care.
* Generating daily, weekly & monthly Quality as well as Training Reports.
* Assisting with training and identify training needs within the group and provide feedback
* Keeping a track of daily Quality as per the requirements of Client.
* Identifying best practice and process re-engineering opportunities and Implementing these Within own team.
* Preparation and compilation of weekly and monthly Quality Reports.

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| Organization Name | : Andromeda Mktg.Pvt.LTD. |
| **Designation** | : Quality Analyst |
| **Duration** | : from 2nd January 2010 to 7th January,2011 |

**Job Profile**:

* Worked with the process of Birla Sun Life insurance**.**
* Training the Team members on various process changes, Product updates on daily basis.
* Working with Manager to develop/implement action plans to achieve desired performance Level.
* Provide operational floor management by monitoring Calls, making appropriate Decisions and achieving desired targets.
* Providing Quality performance feedback to the CSR’s.
* Appreciating performers by giving them rewards through the medium of RNR as a Motivational factor. .
* Maintaining quality by oracle based tool
* Generating daily, weekly & monthly Quality Reports.
* Assisting with training and identify training needs within the group and provide feedback
* Keeping a track of daily Quality as per the requirements of Client.
* Identifying best practice and process re-engineering opportunities and Implementing these Within own team.
* Preparation and compilation of weekly and monthly Quality Reports.
* Arranging Festivities & R & R in Company

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| Organization Name | : Kelly Services LTD. |
| **Designation** | : CSR |
| **Duration** | : From Nov - 2006 to Dec – 2009 |

**Job Profile**:

* Training New Agents Regarding Product.
* Handling Inbound Escalation Calls.
* Handling Information, Request & Complaint Calls.
* Handling Team in absence of TL.

# **Educational Qualifications**

* **HSC pass from Mumbai Board (Mar – 2005).**
* **Perusing for SYBcom (2022-2023) from YCMOU.**

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| **Technical Expertise** | |
| Computer Knowledge | Basic course of Computer & MSCIT |
| Typing Speed | 45 wpm |

# **Personal Details**

* Date of Birth : 8th May,1987
* Sex : Female.
* Religion : Hindu.
* Nationality : Indian.
* Languages known : English, Marathi, Hindi.
* Hobbies : Reading Books & Dancing

I hereby declared that all the particulars made in the C.V. are true and correct to the best of my knowledge and belief.

**(Janvi Jayesh Tondwalkar)**

Date:

Place: Mumbai