

# Shipra Kumari

Team Leader

**Senior Operations Leader, offering 5 years** of experience in spearheading Customer Centric Operations, Customer Advocacy, Customer Relationships, Complaint Management, Process Improvement & SLA Management across various industries

**Operations Management | Customer Service Management | Process Management**

✉ shiprakri92@gmail.com

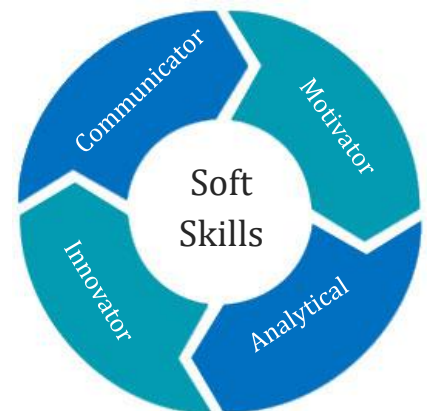
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## Executive Profile

- **Led, supervised and guided** multiple customer experience teams, **implementing short/long terms plans**
- Skilled in **designing and implementing processes** for customer service and operations verticals, business policies & procedures right from scratch
- Stabilizing processes & ensuring smooth commencement of operations
- Excellence in **providing training** and taking **initiatives to increase knowledge** and subsequent team productivity
- Excellence in **taking initiatives to increase knowledge** and subsequent team productivity; adhering to the **SLAs & ensuring cost-effective operations**
- Acting as an **Escalation Point to drive resolution** in a timely manner; resolving **PAN India Customer Complaints & Escalations** received from Regulatory & Senior Management
- Driving **organizational and cultural change** to implement customer experience & facilitate profitable growth by cultivating customer advocacy
- Leading concentrated efforts for **enhancing process efficiency** as well as augmenting **customer satisfaction and NPS scores**
- Efficient in interacting and negotiating with clients for follow up on unresolved issues, analyzing and resolving problems, performing due-diligence, system study & analysis, reporting, and so on; effective in ensuring high-quality customer satisfaction while adhering to the work processes
- **Managed social media platforms** for customer query & complaints
- Extensively worked on designing & conducting **internal audits programs**
- Ensuring closure of audit observations and non-compliance at PAN India level
- Adhered to **regulatory requirement** on customer communication
- **Analyzed data and evaluated processes to locate and alleviate possible bottlenecks**
- Formulating **process improvement strategy & methodology** while ensuring maximum operational efficiency
- An effective communicator with distinguished abilities in motivating and training team members for successful process operations; excellent in developing & implementing service standards (work manuals and guidelines) for customer service excellence

## Key Impact Areas

Process & Operations Set-Up	Customer Satisfaction
Escalation/ Incident Management	Quality/Efficiency Enhancement (SLA / TAT)
Data Analysis & Reporting / Database Mgmt.	Team Building & Performance Management



## Education & Credentials

- B.Tech. from Saint Longowal Institute of Engineering and Technology with 6.6 in 2015
- Diploma from Saint Longowal Institute of Engineering and Technology with 73% in 2012

## IT Skills

- Elementary knowledge of JAVA & Android
- Basic knowledge on HTML
- Basics: Python

## Trainings Attended

- 4 Weeks Institutional Training in C and C++ at APTECH Computer Education, Bihar
- Six Weeks Summer Training in Android Technology at CMC, Delhi

## Career Timeline

**paisabazaar.com**  
India's No.1 Loans and Cards Marketplace

2015 - 2016

**Educa Arena Crt Pvt. Ltd.,**

2016 - 2017

**ALTRUIST**

Since 2017

## Professional Experience

**Apr'17 – Present:**

**Altruist Technologies Pvt. Ltd., as Team Leader**  
**Hinduja Global Solutions Pvt. Ltd.,**

**Mar'20 – Present**  
**Apr'17 – Feb'20**

**Role:**

- Leading a team of approx. **15-18 Customer Service Representatives** and maintaining key metrics of performance as per the client
- Driving business metrics (e.g., customer satisfaction, service levels, value enhancement, average handling time, profitability, schedule adherence)
- Monitoring customer-servicing calls to ensure flawless servicing execution
- Managing attrition of team members through engagement and development. Lead and support Employee Satisfaction initiatives
- Supporting Customer satisfaction initiatives which drive improvements to the Customer Experience
- Performing capacity planning and scheduling teams to ensure effective service level management/floor management
- Implementing the Performance Management Process as a leadership tool to help employees maximize their performance
- Following up, coaching and resolving resolution skills required
- Planning and executing creative & innovative Rewards & Recognition activities for enhancing team performance and motivation; foster career advancement of the team members within the project or lateral movement

**Educa Arena Crt Pvt. Ltd.,**

**Sep'16 – Mar'17**

**Role:**

- Interacted with colleges for training program
- Scheduled demonstrations and meetings with institutions and corporates

**Paisabazaar Marketing & Consulting India Pvt. Ltd.,**

**Jun'15 – Aug'16**

**Role:**

- Emphasized product and their features based on analysis of customer's needs
- Answered customers queries regarding product features benefits and eligibility
- Recorded prospect information on CRM
- Maintained friendly & professional customer interaction at all times
- Completed roughly 100 daily calls with an average customer conversion of 60-70%
- Managed and recorded all leads from outbound telephone marketing



## Personal Details

**Date of Birth:** 13<sup>th</sup> March 1992 | **Languages Known:** Hindi, English & Punjabi

**Current Address:** Arun Kumar Saha Janta More Mohanpur, Jamalpur, Distt.- Munger, 811214, Bihar