

Sanjay Sampat Khandizod

Village: Ves (Soygaon) ,Post: Jawalke , Taluka Name : Kopargaon, District : Ahmednagar
State : Maharashtra

8369580066
sanjaykumar19788@gmail.com



Objective

To solve problems in a creative and effective manner in a challenging position.

Academic Details

The Yashwantrao Chavan Maharashtra Open University
TYBA, 70.92%, 2022

Work Experience

CONNQ T BUSINESS SOLUTIONS LIMITED

Quality Analyst, Feb 2018 - May 2019

- Role :
1. Monitoring calls
 2. Assess agent performance
 3. Monitoring trends
 4. Competitor analysis
 5. Conduct coaching sessions with associates and provide feedback addressing client service performance, product knowledge and call productivity
 6. Assess training and coaching needs, client service skills, product knowledge and system navigation
 7. Report performance trends to Quality Assessment Manager
 7. Conduct monthly calibration sessions with call center Team Leaders to develop scoring consistency and best practices

TELEPERFORMANCE BUSINESS SOLUTIONS LIMITED

Quality Analyst, May 2019 - Feb 2020

- Role :
1. Developing evaluation programs
 2. Keeping Track of the Industry Trends
 3. Call Monitoring And Analysis
 5. Participates in design of call monitoring formats and quality standards.
 6. Performs call monitoring and provides trend data to site management team.
 7. Provides feedback to call center team leaders and managers.
 8. Prepares and analyzes internal and external quality reports for management staff review.
 9. Conduct coaching sessions with associates and provide feedback addressing client service performance, product knowledge and call productivity
 10. Assess training and coaching needs, client service skills, product knowledge and system navigation
 11. Report performance trends to Quality Assessment Manager
 12. Conduct monthly calibration sessions with call center Team Leaders to develop scoring consistency and best practices
 13. Perform other duties as assigned.

Aegis Customer Support Services Private Limited

Specialist Quality, Mar 2020 - Mar 2021

Role : • Maintain and develop internal support and call center quality standards.

- Review a subset of support agents' conversations
- Assess support interactions based on internal standards
- Accompany evaluations with meaningful and constructive feedback
- Discuss and explain feedback with agents in regular meetings
- Analyze all customer service metrics (e.g. CSAT, FRT, IQS) and how the support team's performance affects those KPIs
- Create strategies to improve support KPIs
- Help agents improve their performance with specific instructions and constant support
- Map the need for training and onboarding programs and initiate these projects
- Monitor customer service performance on the agent and team level
- Create reports that reflect support performance;
- Report support team's performance to higher-ups;
- Participate in calibration sessions to maintain consistency in internal evaluations;
- Contribute to the team culture in a positive manner

HDFC Life Insurance Company Limited

Business Development Manager, Sep 2022 - Jan 2023

Role :

•To Recruit and building a high performing distribution network of Financial Consultants.

- Training, motivating and driving these certified FCs to sell insurance.
- To identify sales leads, pitch products or services to new clients and maintain a good working relationship with new contacts.
- Meeting prospective customers with FCs to sell insurance solutions.
- To inform others about company products and services and acts as the point of contact for new clients and their Financial Consultants.
- Providing pre and post sales support.
- Ensuring Quality of business and persistency.

Field of Interest

Caption Of Team Sport
Training and Coaching

Skills

Successfully Completed Six
Sigma Lean Certificate Courses
Successfully Completed Six
Sigma Yellow Belt Certificate Courses
Certified in Customer Focus Course
Certified in Assertive Communications and Handling difficult Customer
Courses

Achievements

- Quality Champ AWARD At Reliance for Achieving Zero Mafi for the period January'13 to December'13
- 3 time WOW call winner and Best Quality Performer of the Year At WNS
- STAR OF THE MONTH MAR-2017.STAR OF THE MONTH and TNPS ACHIEVER FEB-2017 at Wipro

- BEST Quality Analyst Award from CLIENT of Tata AIG at Conneqt
- LEAGUE OF EXTRAORDINARY AWARD at Conneqt Business solutions
- Global Best Quality analyst Award at Aegis also Certificate of Appreciation received by HR and Business head of Aegis

Strength

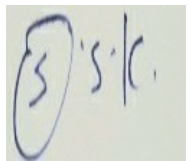
Critical Thinker.Quick Learner.Team Player.Communication Skills.
Creativity

Hobbies

Surfing Internet to Gain Knowledge

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.



(Sanjay Sampat Khandizod)