

Nabanita Das

Previous Work Location - Gurgaon, Haryana, India

Current Location - Kolkata, West Bengal, India

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Summary

Quality Enthusiast with a track record of dependability and leadership. Experienced with using Salesforce and Discovery as CRM & reporting tools .Results-oriented Customer Service Professional who excels at uncovering customer needs, finding solutions and handling objections. Ample experience in handling communication & transactions over Calls/Emails & Chat channels for both US,UK & India marketplace,

Managed pilot projects and top revenue delivering teams for Google ADs & OYO holiday packages, and shared compliant sales practices to have quality leads converted to opportunities for business.

Helped excel & achieve SLAs & OLAs for the process with qualitative & quantitative feedback.

Also have good hands on training New Hires for upskilling them for floor standards assessing and driving them through provided training module.

Have created database to make cold leads to hot leads(includes communication over email, phone or video presentation).

Ample experience in handling customer satisfaction calls for technical support background and also retail business.

Have the ability to put myself in customer/user's shoes and solve the problems with optimum possible resources because customers can have option for businesses but business needs customers to run.

Experience

Lead Associate - Quality - HCL Technologies Ltd

Feb 2020 - Present (1 year 9 months +)

Quality Auditing, Reporting, Feedback and Coaching for Google project associated with HCL for product - Google Cloud & AI where key role of team is Contract management.

Working on multiple tools like Salesforce, Google Sheets and others.

Overseas communications and international process & client base and currently reviewing for JAPAC region

International Supply Chain Executive (OYO Total Holidays) - OYO Rooms

Apr 2019 - Dec 2019 (9 months)

Helped execute project at business level for seamless transactions from acquiring customers' requests(B2C) and get it fulfilled by Vendor partners(PAN -India) & International market. - We call it Seller Support Team!

Helped spike profitability by channelizing inputs and automating reports/dashboard (Google sheets) formaking an upward trend to profit margins for the product line. Effected positive by 5-6% on margins and reduced internal rejections by significant.

Helped launch customized, seasonal fixed departure products, by zones and OYO - hub specific - easy spend friendly pitches. - Worked closely with marketing executives for execution and designed fliers forproduct communication.

Worked closely with product managers to understand pricing and itinerary possibilities.

Helped plan training plotters for project implementation and enabled Freshdesk as a tool for the same to build up data and tracking mechanism.

Quality Assurance Analyst (OYO Total Holidays) - OYO Rooms

Sep 2018 - Mar 2019 (7 months)

Started as Quality Assurance for all 360 degree transactional data points for Key account Managers taking care of different demand points for Pan India hubs & zones - B2B approached (in-house)

Transitioned to outsourced business (call centers) visioned with Quality improvement & help process align with business needs

Implement and incorporate micro level projects for AHT, ZTP policies, Compliance metrices, LeadUtilization, Conversion, Vendor management, sales support to contribute to positive PnL for line ofbusiness.

Quality Analyst & Product Coach (Google Project) - IGS/Serco

Oct 2016 - Jul 2018 (1 year 10 months)

- Performed Quality KPIs for Outbound/Inbound process where Google users were educated & on-boarded on Google platforms (paid or free) - Google India - Digital India initiatives of Google. Up-scaling the customer to next upgrade of product as per customer's business requirement & help reachthe targeted audience
- Trained on Google My Business, Google Ad-words Express, & Google Ad-words
- Feedback mechanism, TNI, Calibration and other activities to maintain required glide-path of theprocess
- Participated in weekly review with QTL at internal process level and client conducted
- Trained new batches on business requirement
- Maintained necessary Compliance matrices to match up with Google requirements for business forpeople for process

Quality & Compliance Analyst (Amazon Seller Support & Intuit) - Concentrix

Nov 2014 - Apr 2016 (1 year 6 months)

- Performed Quality KPIs for Email ticketing process where Amazon sellers would reach out forseemless selling experience on Amazon UK & USA
- Feedback mechanism, TNI, Calibration and other activities to maintain required glide-path of theprocess
- Participated in weekly review with QTL at internal process level and client conducted

Lead Operations - Intuit - IBM Daksh

Sep 2013 - Sep 2014 (1 year 1 month)

- Catering TAC for Intuit - American business and financial software on MAC & Windows platform
- Perform US taxes, reconciliation, entries and educate customer on software usage for various customer type like home user to corporate owners.
- Maintained NPS, Quality & Compliance and other performance matrices in positive & a top contributor
- Up-sell product upgrades and maintaining customer experience with obsolete product owners and maintain zero escalation.
- Share product insights with management for improvement in process and product.

Education

Bhai Gurdas Institute of Engineering and Technology

Bachelor's Degree, Bachelor of Technology (BTech) -2006 - 2010

Kendriya Vidyalaya Salt lake kolkata - 1995 - 2006

Skills

Quality Auditing • Transactional Quality • Training • Team Management • Customer Service • Sales & Marketing • Business Development • Microsoft Office • Salesforce.com • Adwords express

Honors & Awards

I-Sparkle Annual - 2017 - Intelenet Global services - Nov 2017

Awarded for providing insights to Google projects and helping in growth of business as a fruitful vendor support. Contribution measured for annual performance.

I-sparkle - Half Yearly 2017 - Intelenet Global services - May 2017

Best support staff - Quality Q3 2017 - Intelenet Global services - Sep 2017

Best support staff - Quality Q1 2017 - Intelenet Global services - Mar 2017