

SWETA PATIL

PROFILE

Bachelor of Computer Science with definitive leadership qualities, strong critical thinking and decision making skills. Overall **10+ years** of rich and diversified experience.

CONTACT

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CERTIFICATIONS

- Train the trainer -Level 1
- Business Writing Skills
- Feedback Skills
- Time Management

NOTABLE CONTRIBUTIONS

- Created online Updates archives engine.
- Worked as a Product Matter Expert and then as a Trainer.
- Average throughput for training batches has been consistently above 90%.
- Certified as a Quality Assurance Specialist by the client.
- Was selected for the Client Exchange Program basis of consistent performance.
- Conducted interviews and hired candidates for relevant positions.
- Budget planning and event organizing.
- Managing PR and Social media platforms.

WORK EXPERIENCE

Aegis CSS Pvt Ltd (Startek) - Executive -Operations

June 2021 - Present

- Handled a team of 14 as a SME after being in the process for less than 6 months.
- Setting customer service goals for team members and helping them reach the goal.
- Interacting with customers over chat, email and calls, handling customer queries and complaints in a timely manner.
- Maintaining relationships with profitable customers.
- Staying current on the latest industry trends and techniques.

Care For You Foundation (NGO) - NGO Coordinator

Oct 2018 – May 2021

- Co-ordinator for all Care for You locations (Ahmednagar, Belgaum, Indore, Nashik and Pune).
- Outlining various monthly, quarterly and yearly events to be conducted at all the above mentioned locations.
- Budget planning and allocation for events.
- Maintaining timely communication with clients/partners, donors and organizers.
- Newsletter drafting and publication for every quarter.
- Keeping track of Website advertisements and Social media platforms.
- Creating Brochure and guidelines for all chapters.

EXL Services Ltd – Assistant Manager

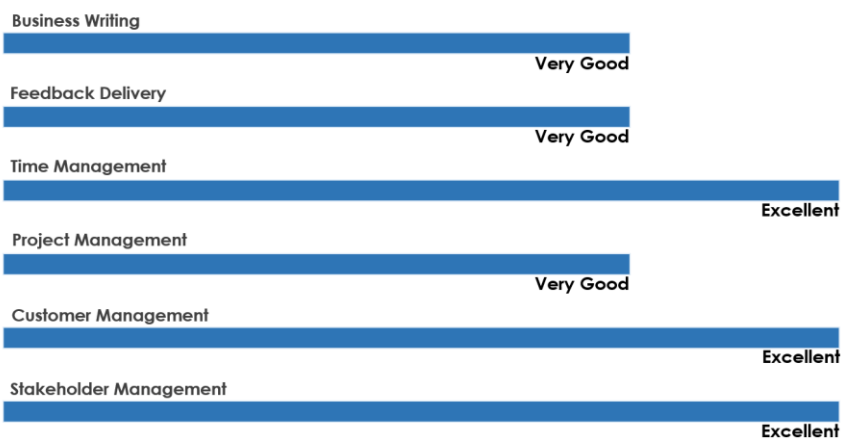
Jan 2005 – May 2012

- Handled a team of 38 members as Assistant Manager for an US Insurance process.
- Delivered training for Back-office process for a UK based client.
- Handled US Client Training in a Voice based Specialized Customer Service process.
- Worked on reducing attrition, increasing output and efficiency of the operations.
- Responsible for the Process Training Function encompassing Process trainings and Product Refreshers.
- Developing interactive training content. Creating and updating process DTP and TSD.

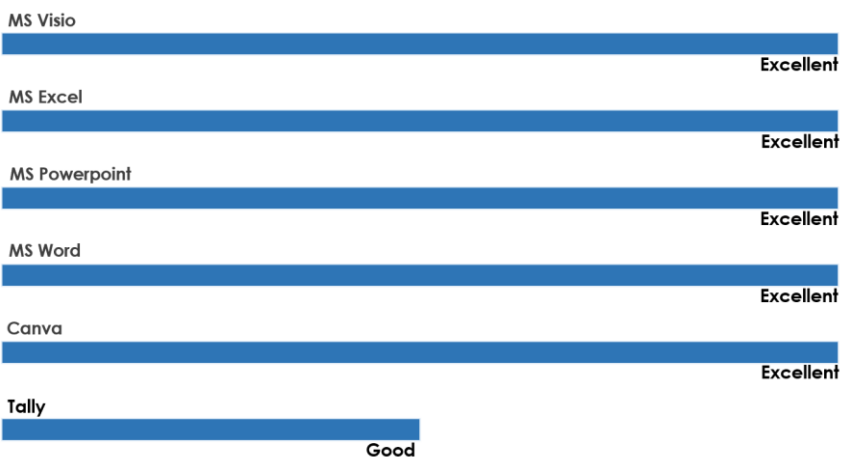
ACADEMICS

- **Bachelor of Computer Science - Pune University, Maharashtra, India**
Graduated in 2003
- **HSC (XII), State Board, Maharashtra**
Passed in 2000
- **HSC (X), State Board, Maharashtra St. Felix High School**
Passed in 1998

SKILLS



SOFTWARE



LANGUAGE

