**Career Objective:**

Aspiring to work in a professionally managed environment where I intend to prove myself through my skills and hardworking capabilities in the organization and work for achieving the goals of the organization and to for self-long term career.

**Work Experience & Responsibilities:**

**COGNIZANT (PUNE) NOV’17- to date**

**Trainer- Health Insurance**

* Responsible for training new hired resources
* Responsible for providing OJT support to the new hired resources
* Responsible for creating customized training plan as per the operation requirements
* Responsible for maintaining training reports and training MIS
* Responsible for creating process specific documents for the team and updating the knowledge data base
* Responsible for sharing client updates/process changes with the team on timely basis
* Responsible for attending and participating in Client calls(Calibration, Update)
* Responsible for conducting remediation sessions for the existing employees in order to improve their quality
* Responsible to examine the claims and verify insurance eligibility for members above the age of 65
* Created PKT (Process knowledge training) question papers on monthly basis
* Record any medical charges and other payments or adjustments
* Responsible for applying correct medical benefits on the claim as per the selected plan
* Responsible for processing Medical insurance claims
* Responsible for processing Hospital insurance claims
* Responsible for detecting any coding errors or performing any modifications needed

**WIPRO (PUNE) JUL’11 – to date**

**Trainer- Talent Transformation** **Feb’15– till date**

* Designated to fly Onsite (Canada) for a transition of a US ENU account
* Accent neutralization of Voice resources
* Providing training on cultural sensitization (UK, Canada, Australia, US and New Zealand)
* Conduct Mock Calls to trainees to check the Accent Comprehension
* Was responsible to share the reports with Stakeholder (Attendance report, Assessment Report, Performance Report)
* Conduct pop quizzes to check the process/project knowledge
* Responsible to perform Call Audits, and share observations & feedback
* Responsible to share RAG report basis the trainees’ performance
* Train new hired resources on training content(Email, chat and calls)
* Responsible to audit Email and Chat for data projects and share a detailed feedback
* Responsible to provide coaching to bottom quartile
* Awarded ‘Best Trainer’ and travelled to Kolkata for training a batch
* BWS (Business Writing Skills) & TTT (Train the trainer) certified
* Conducted training for ENU and GMT batches on BWS and VNA

**Quality Analyst: Mar’12 – Feb’15**

* Daily transaction monitoring and providing 1-on-1 feedback to the associates
* Vitality training for the outliers and running refresher trainings on the floor
* Daily Huddles in order to keep the teams updated on the new SOPs
* Adherence to the newly designed Quality framework
* Daily, Weekly and monthly QA report, team huddle and training sessions
* Continuous improvement and adhering to Quality SLAs
* Handled the OJT batches wherein 100% audit were to be performed
* Create PKT (Process knowledge training) question paper on monthly basis
* Conduct refresher training sessions
* Create SOP (Standard operating procedure) for new queue

**SAP Trainer: Aug ’12 – Sep’12**

* Handled the team of 60 new trainees
* Trained them on pre-process and process training
* Guidance through the OJT phase

**Sr. Associate - WIPRO BPO Solutions Ltd. Pune Origin Energy Jan ’12 – Mar’12**

* Training for Late Bills queue within Billing
* Handled high bill escalations and 90+ ageing cases
* Training for SAP (Customer Maintenance)

**Production Agent: Oct’11– Jan’12**

* Maintained quality at and above 90% while in training and on production
* Worked on the critical EBF Queue

**Achievements:**

* **Transition:**

Onsite (Canada) travel for a transition of US account. Essayed multiple roles throughout the transition and ramp up phase (Team leader, SME, QA, Trainer)

* **TTT** (Train the Trainer) Certified
* **BWS** (Business Writing Skills) Certified trainer
* **Claims Trainer-** Client certified claims trainer
* **Pragatis**

Training modules & SOPs and the corresponding assessments to determine impact

Standardization of QA 1-on-1 Template  
Re-designing the SOP of BI02  
Represented the Pragati in a forum where clients and Wipro had participated  
PD exception. Few steps were missing in the SOP which are highlighted

* Case Study on **BI02 exception**  
  Work-around to reduce the number of unnecessary rework
* **R&R**

Best performer during the R&Rs for Week/Month/Quarter performance for being the best production agent, Quality analyst & Trainer

* **Client appreciation**  
  Working on Escalation and providing timely resolution

Organizing training content for new process

**Projects handled:**

* **Rise Project**:

Calculation & validation of transaction AHT

* **Cancel Re-bill Project:**

Toll gates & check points for Cancel/Re-bill process

* **MDM Project**

Training, testing, and recommendations for the MDM implementation

* **Shell Project (Kolkata):**

Prepare training content for a batch of 25 resources. Completed the training in given timeline and was awarded for the same

* **Transition:**

Onsite (Canada) travel for a transition of US account. Essayed multiple roles throughout the transition and ramp up phase (Team leader, SME, QA, Trainer)

**Educational Profile:**

|  |  |  |  |
| --- | --- | --- | --- |
| Degree | University | Year Of Passing | Percentage |
| B.Com | Pune University | 2014 | Second Class |
| H.S.C. | Pune University | 2007 | 61.60% |
| S.S.C. | Pune University | 2005 | 54.58% |

**Strengths:**

* Hard working, motivated, professional and self-disciplined
* Good interpersonal and communication skills
* Experience in working in team environment and having flexible nature

**Personal Profile:**

**Name : -** Nilam Shalmon Waghmare

**Date of Birth : -** 20-August-1991

**Gender : -** Female

**Marital Status : -** Unmarried

**Nationality : -** Indian

**Languages known : -** English, Hindi, Marathi

**Address : -** 427, Ashish Mini Market, St. Thomas Colony, Mamurdi,   
 Dehu-road, Pune – 412101