



SHAGUN GUPTA

Dynamic & goal-oriented professional with experience in the credit of scaling new heights of success with hard work and dedication and leaving a mark of excellence on every step; to work for higher level assignments which involve professional growth preferably in Customer Service, Quality Analysis and KPO/BPO Sector

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CORE COMPETENCIES



- Customer Service Operations
- Resolution Management
- Quality Assurance
- Process Excellence & Enhancement
- Escalation Management
- Audits & Compliances
- Relationship Management
- Training & Development
- Team Building & Leadership



SOFT SKILLS



EDUCATION & CREDENTIALS

- Bachelor's in Commerce
- MBA (Finance & Marketing)



PERSONAL DETAILS

Date of Birth: 6th August, 1994
Nationality: Indian
Languages Known: English and Hindi



EXECUTIVE PROFILE

- **Performance-driven professional with nearly 6 years of rich & extensive**, experience in customer service and managing customer needs.
- **Meticulous, resilient and flexible** in handling diverse issues. Knowledgeable about services regulations and standards.
- **Proven success in consistently increasing client satisfaction rate.**
- **Growth Catalyst with impressive success in driving and amplifying customer experience by resolving discrepancies and** exceeding service standard goals.
- **Competent in defining effective business solutions** as per the customer needs, with an aim to improve customer contentment and consequently increase customer success
- **Competent in monitoring the overall functioning of processes**, identifying improvement areas and implementing adequate measures to maximize the customer satisfaction level
- **Customer Centric Professional** - is known for driving enhanced customer experience by implementing an agreed customer experience excellence plan,
- Outstanding in **managing service operations** for rendering and achieving quality services; **ensuring minimum TAT**



WORK EXPERIENCE

Mar'22 – Jun'23 with Mattsenkumar as Interaction Analyst

- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Followed through on all inbound and outbound calls to audit and derive root cause.
- Demonstrated organizational skills by cross-training and providing backup.
- Provided feedback to management on customer trends and issues to support continuous improvement initiatives.
- Participate in monthly quality review with HOD
- Lead, guide, direct and develop junior members of the team
- Works in a high performing team with high levels of personal accountability

Aug 2020 - Jan 2021 with Abhal & Associates as External Auditor

- Worked on RBL Bank accounts as an auditor for Cash related transactions.
- Worked on cash vault, currency exchange, forex etc.
- Maintained high standards with low deficiency rates and accurate identification of material misstatements.
- Consistently met deadlines, ensuring timely completion of audit engagements.
- Received positive feedback and maintained high client retention rates through excellent service delivery.
- Demonstrated expertise through relevant certifications and compliance with professional development requirements.
- Effectively identified and addressed key risks, ensuring thorough audit coverage. Optimized resource allocation and managed audit hours efficiently to meet budgeted targets.
- Maintained compliance with auditing standards and regulatory requirements, as evidenced by inspection results.
- Contributed to revenue growth and maintained profitability margins in audit engagements.

Jun'16 – Sep'20 with Genpact India Pvt. Ltd. , Jaipur as Senior Process Associate in NAB (National Australian Bank)

- Provided first-line customer support by answering queries & resolving their issues in specified timelines.
- Worked on analyzing inquiries and determining appropriate response.

- Handled customer disputes by implementing stress management techniques, decreasing time to resolve and increasing customer satisfaction.
- Conducted thorough research on complex policies and requirements.
- Monitored calls and provided feedback to juniors.