



VIVEK VIJAY MANE

Profile

To work in competitive environment and keep myself updated with the recent developments in the industry. An Excellent academic record, ability to understand any process and giving it my best. Looking for a challenging role in a reputable organization to utilize my technical and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the organisation.

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 vivek.mane98@gmail.com

 Flatno-207, Dar al aman, Behind Al Mamjar Centre, Deira, Dubai.

Education

Bachelor of Computer Applications
Bharti Vidyapeeth Institute of
Management, Kolhapur
2017 - 2020

HSC (Physics, Chemistry, Mathematics
and Biology)
The New College, Kolhapur
Feb-2016

Expertise

Communication

Leadership

Customer service skills

Computer literacy

Language

English

Hindi

Marathi

Work Experience

2022

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2023

eClerx Services Ltd. Hinjewadi Phase II, Pune Process Analyst

To define, document, assess, and inspect the processes of an organization and then identify areas for potential improvement.

- Meet contractual Key Performance Indicators (KPIs) for customer service
- Understand customer needs, utilize decision-support tools for resolution
- Stay informed on client products/services
- Maintain accurate account documentation

2019

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2020

Skylark Global BPO Services PVT.Ltd, Kolhapur Team lead

To provide guidance, instruction, direction and leadership to a group of individuals for the purpose of achieving a key result or group of aligned results.

- Data handling in legal Assignment and Release documents through AI based tools.
- Working on New Pilot counties, and making sure that work is done with complete quality for counties to add up in the live mode.
- Handling Quality Control for Level I users, checking and verifying each and every document to see the error percentage is mitigated.
- Providing feedback and guiding new users on county Key Instructions.

Personal Details

DOB: 06-02-1998

Passport no: X3734375

Visa status: Visit