

Shweta Kajla Assistant Manager- Vendor Management/ Customer Service

Driving operations with our vendor partners, providing operational leadership to the workflow; engaging and inspiring our vendor teams to perform and exceed expectations and creating awesome customer experiences. I carry a career span of + 18 years of experience in Online Food Industry, Online shopping, B2B, Retail Banking, and FinancialHouse. Prior to this, I held positions of increased responsibility with Jabng.com, Commonwealth Games, EXL Services, Innovative Services Pvt. Ltd. In each position, I have utilized strong organizational, time management, and interpersonal skills.

I would welcome the opportunity to meet with you to learn more about your company, the requirements of the position, and how my expertise would be a good fit.

PROFESSIONAL SKILLS

- Strong Observation Skills and Proficiency in Operations and Analytical and Training Skills.
- Fast learner and ability to solve complex issues to ensure fast resolutions.
- Managed Client negotiations on target settings, review on performances.
- Established various transitions with multiple sites to ensure smooth Training/Quality and Operations challenges
- Trained new hires on high quality of process taring for new and current employees.
- Have a Global exposure with working team in USA, UAE and Lebanon and Australia to provide process analysis and training support.

PERSONAL SKILLS

- Team Player with strong record of result-oriented leadership
- Retail banking collections, sales, and services.
- Monitor and control restaurant performance for McDonalds and KFC.
- **Retail banking lending operations.**
- US tax credits management.
- Onboarding and billing setup consultant.
- General Insurance claims incident reporter, and underwriter.
- B2B credit and collections expert.

SPECIALIST SKILLS

- Proficient in PowerPoint, Word, Outlook, and email notes and advanced excel.
- Pro in setting up Vendor sites from Hiring, Training, Operations, Forecast and Rostering Planning
- Stakeholders Management
- Business Case and Team Management

CONTACT



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ACADEMIC

Delhi University 1998 – 2001
Bachelor of
Commerce

CERTIFICATION JOB SPECIFIC

Train The Trainer Certified.

Communication and Soft Skills
Certification.

Vendor Management
Certifications.

REFERENCES

Gurdeep Singh – Manager
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CAREER

Assistant Manager- Operations/ Training and Quality

Nov 16 – till date

Zomato Media Pvt Ltd.- Delhi, India

- Responsible for Capacity Planning and overall vendor site performance in terms of Shrinkage, Attrition SLA Management, Periodic Ramp ups, Training and Quality Team.
- Maintained accurate and updated information on clients by initiating performance matrix.
- Regular team meets in terms of Operational Metrics and driving them to maintain the SLA Set for them on monthly basis.
- Managing & monitoring the performance of teams, maintaining Shift Statistics to ensure smooth process
- Attrition control through timely feedback sessions with the team at all levels to identify pain areas and hence working upon them.
- Defining Quality Standards and Metrics with the Stakeholders to ensure its reviewed and closed timely.

Team Lead- Operations

Jun 12 – Nov 16

Jabong.com- Delhi, India

- Identified hiring needs.
- Made the final hiring decision on candidates presented.
- Assisting the team with the online concerns raised by the customer and helping them to resolve at the earliest
- Responsible for Scheduling training needs as per the TNA analysis.
- Responsible for conducting the client/Internal calibration, Huddles across the floor
- Conduct refresher training for CCE scoring below 85%
- Create reports on weekly/monthly basis to understand the high quality metrics being followed.

Team Leader- Operations

Feb 12- May 12

V Care Call Center, Delhi, India

- Lead Collections Team for portfolios resulting in the optimal receivables performance through day-to-day leadership.
- Direction to Collection Analyst and review and analysis of all departments KPI.
- Assisted internal and external review.

Team Lead - Operations

Dec 10 – Jan 12

Innovative Services, Delhi, India

Jan 09 – May 10

- Lead Collections and Customer Service skills call for all Small Medium Business for Credit Cards and Loan.
- Checked on the status of customer accounts and track checks and payments.
- Reviewed and explained account charges for all credit bills
- Assisted banking customers who are victims of fraud, theft or identity theft.
- Assisted customers with replacing lost or stolen credit or debit cards.
- Assisted with miscellaneous requests and enquirers.

Project Officer

May 10 – Nov 10

Commonwealth Games – Delhi, India

- Assisted in monitoring and managing the recruitment process of the volunteers of various events held all around Delhi.
- Provided Roles specific and Venue specific trainings for volunteers to perform their duties and responsibilities.
- Regularly review the activities of the team in order to ensure the most effective and cost-efficient approach is used to provide customer service and meet contractual obligations

Team Lead – Operations (EXL services Pvt Ltd.

Apr 05 – Dec 08

- Managing, a team of 18 associates to achieve a target for Underwriting Process.
- Provide coaching and feedback to team members to enable them to improve their performance in the service
- Travelled to USA to seek training and handled the Process for Underwriting and Loan process.