

**NAVEEN SHARMA**  
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**OBJECTIVE.**

Results-driven Operation Manager with proven leadership in optimizing operations, enhancing team performance, and delivering business growth. Seeking to contribute strategic insight and managerial expertise to a dynamic organization.

**PROFESSIONAL SUMMARY**

**Jindal Teleservices PVT LTD.**

**Aug' 2024–Apr'2026**

**Designation: - Assistant Manager-Ops**

**Process: - (Usha International)**

**•Team Leadership & Process Oversight**

- Managed end-to-end operations across multiple verticals including RCM (Billing & Collections), Usha International, Bajaj Finance, Election Survey and Edelweiss processes.
- Led a cross-functional team of [550] associates, team leaders, and support staff to achieve SLA/KPI targets across all processes.
- Ensured high team performance by conducting regular audits, one-on-ones, feedback sessions, and performance reviews.
- Acted as the single point of contact for client interactions, reviews, business updates, and performance escalations.
- Ensured timely resolution of client issues and drove process improvements based on client feedback.
- Analyzed and tracked daily/weekly/monthly process performance, manpower utilization, shrinkage, AHT, quality scores, and other KPIs.
- Generated and presented performance dashboards and analytical reports to leadership and clients.
- Identified gaps in workflow and implemented process enhancements to improve efficiency and reduce operational risks.
- Ensured adherence to compliance standards including data privacy, audit readiness, and client SLAs.
- Oversaw training and development plans for new hires and existing team members across all supported processes.
- Conducted refresher trainings and coordinated with the quality team for skill-building interventions

**Access Million.**

**Dec' 2023– May'2024**

**Designation: - Sr. Analyst Associate.**

**Process: - Tax Management.**

- Assisted in the preparation and filing of direct and indirect tax returns, ensuring compliance with local, state, and federal regulations.
- Conducted detailed analysis of financial data to identify tax savings opportunities and risk areas.
- Supported senior analysts in preparing quarterly and annual tax provisions in accordance with GAAP/IFRS.
- Helped in maintaining accurate documentation for audits and tax assessments.
- Reviewed client tax documents and reconciled discrepancies with internal records.
- Collaborated with cross-functional teams including finance, legal, and operations to gather necessary tax-related information.

**Dhani Loans & Services.**

**Aug' 2021–May'2023**

**Designation: - Assistant Manager**

**Process: - Customer services/Collection**

- Spearheaded end-to-end operations for customer service and collections processes, ensuring SLA adherence and client satisfaction.
- Led cross-functional teams across voice, email, and chat support channels, achieving consistent CSAT/NPS performance above

90%.

- Designed and implemented process improvement strategies to enhance operational efficiency and reduce average handling time (AHT).
- Managed day-to-day collections operations, improving recovery rates while maintaining compliance with regulatory guidelines.
- Drove performance through structured KPIs, dashboards, and regular reviews with team leaders and associates.
- Collaborated closely with clients and stakeholders for daily updates, escalations, and performance governance.
- Played a key role in workforce planning, shrinkage management, and roster optimization to ensure high productivity.
- Monitored quality metrics and implemented feedback mechanisms for continuous agent development.
- Conducted regular training sessions to upgrade communication, negotiation, and compliance skills across the floor.
- Supported automation and digital adoption initiatives to streamline collections and customer experience workflow.
- Provided strategic inputs to leadership on risk management, process gaps, and operational forecasts.

**Cogent E Services Pvt. Ltd**

**June'2017– Mar'2021**

**Designation: - Team Leader/ Assistant Manager**

**Process: - Etisalat UAE (Customer services)**

- Led a team of 15-25 customer service associates, managing day-to-day floor operations to ensure seamless service delivery for Etisalat UAE.
- Consistently achieved and exceeded SLAs on metrics such as AHT, FCR, CSAT, and response time.
- Monitored live calls and CRM activity to ensure service quality, compliance, and resolution accuracy.
- Conducted daily team huddles, performance reviews, and coaching sessions to drive improvement and engagement.
- Managed customer escalations with professionalism, ensuring prompt resolution and customer satisfaction.
- Generated performance dashboards, MIS reports, and root cause analysis (RCA) to track trends and identify process gaps.
- Worked closely with quality and training teams to implement upskilling programs and new process updates.
- Maintained roster adherence, shrinkage control, and efficient workforce management to meet business targets.
- Played a key role in onboarding and nesting of new hires, providing process training and floor support.
- Collaborated with Etisalat UAE client stakeholders for updates, escalations, and performance discussions.
- Drove initiatives to improve customer experience, including feedback analysis, SOP updates, and VOC management.
- Ensured 100% compliance with client policies, data security standards, and operational audits.

**Digicall Pvt Ltd.**

**Jan'2015– Jan'2017**

**Designation: - Customer care Executive**

**Process: - MTS Data Card.**

**QUALIFICATION**

- Graduation from William Carey University 2014.
- Intermediate from C.B.S.E Board in Year 2009.
- High school from C.B.S.E Board in year 2007.

**Declaration**

I hereby declare that all the information furnished above is true to the best of my knowledge and belief.

**Place: - Noida.**

**(Naveen Sharma)**