

NILANJANA KARMAKAR

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PROFILE SNAPSHOT

- A competent professional with 5.5+ years of enriched experience in Operations Management.
- Experience in managing end to end operations in quality and projects related to process improvisation
- Experience in process Designing and re-Designing by maintaining a strong connect with various stake holders to ensure a smooth transition of process
- Strong analytical, resource balancing skills with ability to handle multiple functions in high pressure and time bound environments.

CAREER OBJECTIVES

Seeking a challenging and growth-oriented position in Operations Management which will enable me to use my strong managerial, technical and analytical skills and ability to work well with people and offer my best service to the growth of organization and self-development.

WORK EXPERIENCE

Whitehat Education Technology Private Ltd.

Presently working in Whitehat from 27th August 2020 as a **Senior Quality Analyst**.

- Playing a role of **Quality Lead**. Taking care of a quality team, their performance, incentives, appraisals, attendance, leaves etc.
- Hands on experience on *Sales Force, Zen desk, Slack etc.*
- Managing the entire quality part and also doing audit for 3 teams having a head count of minimum 10 associate of each team.
- Taking huddle of all the teams once in a week, showing presentation, sending MOM for all, being updated about process knowledge and doing calibration in an utmost priority and keeping everybody in a same page.
- Doing fish bone for team knowledge improvement and identifying the potential factors causing an overall effect.
- Doing Root Cause Analysis to bridge the gap of the team quality score.
- Giving my inputs in process improvement and also in better client satisfaction which helps company to grow further and save budget.
- Giving one on one feedback to the associates to understand their challenges in terms of process quality and helping them to improve more.

- Also taking one separate session for all the team leaders in operations to make them updated about process knowledge and also make them aware of the status of their individual team quality score and challenges.
- Sending day end reports in excel for all the team individually and also sending multiple weekly reports and monthly reports.
- Maintaining multiple **excel** for quality report, weekly session, attendance, improvement plans, observations, different levels of warning letters etc.

Accenture India Private Limited

Started working in Accenture from 9th October 2018 as a **Quality Analyst** of client support. Worked till 8th March 2020.

- Managing the entire quality part and also doing audit for 1 team having a head count of 15 associates.
- Taking huddle of all the teams once in a week, showing presentation, sending MOM for all, being updated about process knowledge and doing calibration in an utmost priority and keeping everybody in a same page.
- Doing fish bone for team knowledge improvement and identifying the potential factors causing an overall effect.
- Doing Root Cause Analysis to bridge the gap of the team quality score.
- Giving my inputs in process improvement and also in better client satisfaction which helps company to grow further and save budget.
- Giving one on one feedback to the associates to understand their challenges in terms of process quality and helping them to improve more.
- Also taking one separate session for all the team leaders in operations to make them updated about process knowledge and also make them aware of the status of their individual team quality score and challenges.
- Sending day end reports in excel for all the team individually and also sending multiple weekly reports and monthly reports.
- Maintaining multiple **excel** for quality report, weekly session, attendance, improvement plans, observations, different levels of warning letters etc.

Cognizant Technology Solutions

- Worked with COGNIZANT TECHNOLOGY SOLUTIONS in US Mortgage domain from 7th July 2016 to 4th October 2018. I have joined here as a **Process Executive**. Till October 2016 I was working as a floor support of a data entry team. Was handling Client call, attending all update meeting. Was taking update session or update huddle of my team. I worked as Quality Analyst for 1 month.
- From November 2016 I started working with Non-Data Entry team which was formed as Transaction Rejects and Edits where we research for APN (Assessor Parcel Number) of property specifically. Other than that we work as a special research team where we research for property address, legal description, Owner named.
- Staying there in no data entry team I got promoted as **Senior Process Executive** on 1st August 2017.
- From last 7 months (January 2017 – July 2017) I was in a role of **SME (Subject Matter Expert)** of a no data entry team as a Mortgage specialist along with some extra responsibilities like Allocation, Collating data, resolving team member's issues as required.
- Then I have moved to a different project as a Technical Support as I always have interest in Technical field because of my graduation degree. Then I worked in that project from (August 2017 – October 2018) ➤ Hand on experience resolving various problems which customers, clients and associates used to face.
- Like - Trouble shoot no post/no display issues, Blue screen death, solving issues for Heat Sink, Boot in safe mode, Resetting Bios Password etc.
- Hands on experience on Active Directory, Installing OS, SMPS (Switched Mode Power Supply), Troubleshoot for any software or hardware related issues.

ACHIEVEMENTS

Cognizant Technology Solutions

After joining on 7th July 2016 I got promoted on 1st August 2017 (Within One Year).

- From April 2018 I am playing a role of SME of a NonData Entry team.
- For month of January to March 2017 I have awarded for Spearheading High Performance and Quality (UNICORN).
- For month of June 2017 I have awarded for exemplary focus on performance excellence (SPOTLIGHT).
- For month of December 2017 also I have awarded for exemplary focus on performance excellence (SPOTLIGHT).

Accenture India Private Limited

- For month of March 2018 I have awarded for Best Performance and Quality.
- For month of April 2018 I have awarded for Best Quality and Consistency.
- Again for month of May 2018 I have awarded for Best Performance and Quality.
- For month of July, August and September I have awarded as Spearheading High Performance and Quality (UNICORN).

Whitehat Education Technology Private Ltd.

- For month of January 2020 I have awarded for Best Team Quality score.
- For month of December 2020 I have awarded for given Best idea of process improvement.

NETWORK/FORUM`

- Windows.
- Active Directory. ➤ MS Excel.
- MS PowerPoint.

ACADEMIC QUALIFICATIONS

Degree	Name of Board/University	Year	Percentage/Grade
Secondary	W.B.B.S.E	2010	57%
Higher Secondary	W.B.C.H.S.E	2012	68%
(B.C.A) Bachelor Of Computer Application	W.B.U.T	2015	72%

EXTRA CURRICULAR PURSUITS

- Actively associated in social activities and organization who distributes cloths and foods among poorpeople ➤
Listening to music and reading books and do plantation.
- Singing
- Traveling

PERSONALINFORMATION

Father's Name:	Mr. Mahadev Karmakar
Date of Birth:	2 nd November, 1993
Gender:	Female
Languages Known:	Bengali, Hindi, English
Strengths:	Perseverance, Time Punctuality , Honesty, Patience

Date:

Place:

Signature