**Hamida Ali**

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**CAREER OBJECTIVE**

Agile, results-oriented training professional with 15 years of work experience in BFSI industry in optimizing training programs for changing employee and employer needs. Skillfully develops interactive programs that teach and motivate workers to improve important job skills. Excellent communication, influencing and negotiation skills with the ability to develop and maintain collaborative relationships both internally and with external clients. Proven ability to identify key issues in complex problem/assignments, to identify trends and co-relation

**WORK EXPERIENCES**

**FPL Technologies, OneCard (Mar’22 – Till Date), Pune**

**Role & Responsibilities: - Quality & Training Lead - Q&T Manager, Collections Process**

 ***Projects***

* Quality & Training Desk Set Up for In-house FinTech Start Up
* Quality & Training Set Up for Agencies, PAN India

***Relevant Skills***

* Managing Quality & Training (QA, QTL, Trainer) In-House Team & Agencies-PAN India to drive smooth operations
* Plan execute strategy for Training Quality function to achieve the organization’s customer experience goals
* Define the Quality Training model for achieving operational excellence that ensures we provide a seamless customer experience across all stages and touchpoints in a customer journey
* Develop, implement, and maintain a quality training program based on DMAIC principles
* Define a framework for measuring the performance of customer-facing teams and define quality/training SLAs governance
* Identify gaps in team performance via random quality checks and drive initiatives to improve quality and efficiency
* Benchmark, measure and improve processes and quality training metrics for support and operations teams
* Maintain SOPs, conduct periodic reviews, and coordinate initiation/revision of processes as necessary
* Work with a cross-functional team in various departments to drive initiatives end-to-end and co-create programs/plans.
* Evaluate the effectiveness of training modules, workshops etc and recommend/implement improvements based on Balanced Scorecard principles
* Support operations through Leadership training workshops for Team Leaders, Quality Team Leaders to meet organizational needs and continuous improvement
* Be in the know of the latest industry developments, CX best practices, quality tools, training, LMS, and Auditing platform and recommend strategies for continuous improvement
* Manage Team Scorecard, prepare report data for MBR, QBR, reviews etc
* Conduct mid-month performance review of OPS Team Leaders, Quality Team Leaders, Quality Executive and Focus Program Groups

**Tata Consultancy Services Ltd (Dec’21- Feb’22), Bengaluru**

**Role & Responsibilities: - Training & Quality Business Process Lead - Supervisor**

***Relevant Skills***

* Successfully completed the training for Chat, Voice (Inbound & Outbound) and Email processes
* Trained on Quality Assurance Process for Chat/Voice/Email

**Concentrix Daksh Services Pvt. Ltd (June’17- Nov'21),Mumbai & Kolkata**

**Role & Responsibilities: - Senior Trainer & Quality Specialist**

***Projects***

* Proven record of handling projects on setting up of a new business.
* Successful Go Live of Axis Collection business in Dec’2018 with 60 FTEs & IndusInd Collection business in Mar’2019 with 48 FTEs
* Successfully deployed automated application to reduce unproductive time on calls, “ACW Notes” and “Smart Agent Application” as a one-stop solution with an average 5% reduction in Unproductive activity in one month’s span
* Skilled in Retail Banking, Cards, Loans & Life Insurance with Contact Centre & Collection background

***Relevant Skills***

* Performed on-site training for new and existing associates, evaluating progress against company standards, and recommending release from training when associates performed up to expectations.
* Identified and assessed training needs to determine gaps for further improvement on training materials and curriculum, increasing product knowledge and capabilities.
* Liaising with Quality to preparing TNA based on TNI for existing staff and 0-30 days employees to bring them up to the learning curve
* Evaluating training and development programs and re-engineering training programs as necessary in order to meet organizational requirements through ADDIE model
* Created and designed content, including images and graphics for online interactive training programs through Articulate Storyline 360, Comic Box
* Creating and revising SOPs for internal and external stakeholders through SIPOC
* Conducting regular calibration & call listening sessions
* Analyzing CSAT/ NPS to promote better performance & customer satisfaction
* Managing dissemination of daily changes on process & tracking retention via PKT/TALES/LMS/PULSE and managing Change-Update trackers for different LOBs
* Participated in TTT for Axis Collection & Kotak Life Insurance
* Creating audit plans and FMEA framework to keep a check on compliance aspect and traction of RCA for valid escalations
* Experienced in analyzing and presenting essential training & quality and performance metrics using tools like MS-Excel, MS-Power Point Presentation, QC Tools
* Proven record of training throughput of 95%
* Sharing feedback through one-o-one/group coaching sessions

**IndusInd Bank (Feb’14 – June’2017), Mumbai**

**Role & Responsibilities: - Product & Process Trainer**

***Qualification Skills***

* Handled project to set up a BCP for Digital Branch (Video Branch) to address customer queries along with significant financial transactions
* Successfully conducted training on Digital Video tellers
* E-Modules on top call drivers

***Relevant Skills***

* Conduct training for retail assets & liabilities; Current & Savings account, Credit Card, Loans
* Designing and expanding training and development programs based on the needs of the organization and the individual.
* Process designing /creation of knowledge bank in ARIS platform/Share point
* To identify knowledge gaps amongst the team and build training programs around the identified issues
* Prepare training modules that can be used for training the existing staff.
* Ensure that Call evaluations and checks are conducted as per plan
* Publish regular reports with the results of the call evaluations, checks on interactions, profiler, supervisory review.
* Work on the defects analysis observed during the barging and checks.
* Conduct VOC on select customers picked for across the unit.
* Conducts mock calls, role-plays with the Phone Banking Officers
* Working in a team to produce programs that are satisfactory to all relevant parties in an organization, such as line managers, senior managers at the board level
* Developing effective induction programs.
* Devising individual learning plans
* Producing training materials for in-house courses.
* Monitoring and reviewing the progress of trainees through questionnaires and discussions with managers.
* Evaluating training and development programs.
* Amending and revising programs as necessary, to adapt to changes occurring in the work environment.
* Helping line managers and trainers solve specific training problems, either on a one-to-one basis or in groups.
* Understanding e-learning techniques, and where relevant, being involved in the creation and/or delivery of e-learning packages

**HSBC BANK (Nov’2007- Feb’2014), Mumbai**

**Role & Responsibilities: - Senior Phone Banking Executive and SME:**

* Handling customer queries pertaining to credit cards, Internet banking, new product and reversal for Anti – attrition to credit card customer.
* Ensuring requisite follow ups are done to resolve customer complaints.
* Cross selling various products to the customer
* Analytical approach to suspect Fraud so to combat fraudulent activities in the account immediately with the cooperation of Risk Department.
* Use an effective approach to handle e-mails including understanding customer concerns.
* Provide customers with product and service information.
* Identify and escalate priority issues, route e-mails to appropriate resource for early attention.
* Follow up customer e-mails with resolution unit for early resolution of customer concern.
* Effectively communicate customer details to the resolution unit for timely resolution.
* Use the most appropriate way to communicate with different behaviour types over e-mail.
* Apply the elements of building positive rapport with different types of customers over e-mail.

**HIGHEST EDUCATION**

* Master’s in commerce (2002-2004) – University of Mumbai

**CERTIFICATION & COURSES**

* L & D Analytics and Metrics Professional
* COPC Training & Quality Framework
* Time Management
* Process designing on ARIS platform, Share point, LMS, Articulate storyline 360, Comic Box
* Yellow Belt
* 5 S
* Writing Proficiency

**SKILLS**

* **Process Improvement**
* **Training & Quality Transitioning**
* **Leadership**
* **Conflict Resolution**
* **Coaching**
* **Training**
* **Communication**

**LANGUAGES**



English

Hindi

Bengali