

PUNEET SHARMA

QUALITY & TRAINING MANAGER

Certified Six Sigma Green Belt. Overall, 14 Years of Experience.

As a Quality & Training Manager 2+ Years of Experience.

In Quality 9+ years of focus on client relationship management,
Communication Decision making.

SKILLS

- ♦ Project Management
 - ♦ Six Sigma Methodology
 - ♦ Training Management
 - ♦ Client Management
 - ♦ Process Improvement
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EDUCATION

B COM

Bachelor of Commerce (Computer Application)

R.D.V.V, Jabalpur | 2012

12TH COMMERCE COMPUTER

M.P. BOARD | 2006

EXPERIENCE

QUALITY & TRAINING MANAGER (Domestic / International)

iLeads Auxiliary Services - Sep'24 To Dec'24

- Managing Quality & Training Team
- Client Management
- Process Improvement
- Managing Multiple Processes / Clients

SR. MANAGER QUALITY & Training (Domestic / International)

Maxicus "Kochar Tech" - Dec'23 To Aug'24

- Managing multiple process.
- Client Management.
- Process Improvement.
- Managing Quality & Training Team

MANAGER QUALITY & Training (International)

Shore Overseas LLP - Nov'22 To Oct'23

- Managing Quality for Chat & Email Process.
- Managing Quality & Training Team.
- Process Excellence.

MANAGER QUALITY (Domestic)

Startek "Aegis" - Oct'21 To Nov'22

- Managing Quality Team.
- Managing Multiple Process.
- Process Improvement and Excellence.

ASSISTANT MANAGER QUALITY (Domestic)

Startek "Aegis" - Feb'20 To Oct'21

- Managing QA's and QTL's.
- Working for betterment of Process.
- RCA & Escalation Desk.

TEAM LEAD QUALITY (International)

Anyone Home IT Services - July'18 To Jan'20

- Managing QA's
- RCA and Escalation Management
- Feedback Mechanism

QUALITY ANALYSIT (International)

Teleperformance - Dec'16 To May'18

- Managing Team of Associates.
- Call Audit and Feedback
- Email Audit and Feedback

SR. PROCESS ASSOCIATAE (International)

Teleperformance - Mar'14 To Dec'16

- Taking Inbound Emails and Calls

PROCESS ASSOCIATE (International)

Genpact - Oct'12 To Feb'14

- Taking OB Calls

CERTIFICATES

Six Sigma Green Belt-2021
and Perusing Black Belt
RCA and Escalation
Certificate

PROJECTS

CSAT Enhancement Project
Fatal Error Reduction
Project
Reduce AHT Project

LANGUAGES

English
H i n d i

CONTACT

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