Enanko Ghosh

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Results-driven professional over 12 years in operations management, process optimization, and team leadership. Targeting to leverage expertise in driving operational efficiency and enhancing customer satisfaction to contribute to the growth and success of a dynamic organization.

Core Competencies

- Operations Management
- Customer Service & Support
- Stakeholder Mnaagement
- Project Management
- Client Relationship Management
- Team Leadership and Development
- Process Improvement
- Cost Control & Optimization
- Data Analysis and Reporting
- Service Delivery Optimization
- Escalation Management
- Strategic Planning and Execution

Certifications

- **2023:** Lean Six Sigma - Yellow Belt
- **2023:** Kaizen - Spartan Allied Service Management
- **2022:** Foundation of Project Management - Google
- **2022:** Project Initiation: Starting a Successful Project - Google
- **2023:** Foundation of Digital Marketing and E-Commerce - Coursera

Education

- **2010: BCA from** Mangalam School of Management and Technology, Delhi

Soft Skills

Communication

Analytical

Cross-functional Collaboration

Problem-Solving

Profile Summary

- Accomplished professional with expertise in managing and growing **high-performing teams**, fostering collaboration across departments and geographies, and delivering results that consistently surpass organizational and client expectations.
- **Proven capability** to analyze workflows and implement **process enhancements** that boost productivity, reduce costs, and streamline operations, driving significant improvements in service delivery and customer satisfaction.
- **Expert in stakeholder management**, skilled at gathering requirements, coordinating with cross-functional teams, managing costs & ensuring seamless project execution aligned with business objectives.
- **Showcased success** in starting with a single account and expanding operations to manage multiple accounts, driving substantial **business growth** through innovative strategies, client-focused solutions.
- **Versatile professional** with experience as a **Business Analyst** on a 3- project, excelling in requirement gathering, business needs analysis & delivering actionable insights that enhanced project outcomes.
- **Strong relationship-building skills**, enabling the development of long-term client partnerships, securing contract renewals, expanding business opportunities, and introducing new **Lines of Business**.
- **Analytical thinker** with expertise in utilizing data to inform strategic decisions, monitor **Key Performance Indicators (KPIs)**, and achieve improved service delivery, operational excellence.
- **Committed to excellence**, consistently achieving top-tier **customer satisfaction** by implementing customer-centric strategies, resolving escalations efficiently, and earning recognition for exceptional service delivery.

Work Experience

Jun'19 – Present | Intelegencia Analytics, Noida

Growth Path:

Jun'19 – Dec'21 | Process Leader → **Dec'21 – Present | Group Leader**

Dec'21 – Present | Group Leader - Operations

Key Result Areas:

- **Team Leadership & SLA Compliance:** Led a team of 50+ across multiple accounts, driving 96% SLA compliance and enhancing team performance through efficient coordination & real-time monitoring.
- **Client Relationship & Process Optimization:** Strengthened client relationships by resolving escalations swiftly and optimizing processes, leading to a 20% increase in operational efficiency and a 15% reduction in claim processing time.
- **Customer Satisfaction & Service Efficiency:** Enhanced customer satisfaction by boosting CSAT scores by 25% while reducing Average Handling Time (AHT) by 10%, ensuring a seamless service experience.
- **Contract Renewals & Deliverable Alignment:** Successfully aligned deliverables with client objectives in Transcription and E-commerce accounts, securing contract renewals and maintaining long-term client partnerships.
- **Continuous Improvement & Cost Reduction:** Led continuous improvement initiatives, collaborating with the QA team to enhance service delivery & reduce costs by 10%, delivering sustained value to the business.

Jun'19 – Dec'21 | Process Leader - BPO Service Delivery

- **Operational Efficiency & Performance Improvement:** Led transformational initiatives that optimized workflows, boosting organizational efficiency and performance outcomes.
- **Team Building & Talent Acquisition:** Built and nurtured high-performing teams, ensuring alignment with business objectives and consistent achievement of targets.
- **Policy Implementation & Quality Assurance:** Developed & enforced effective policies, eliminating inefficiencies & ensuring on-time, high-quality deliverables.
- **Scalability & Client Satisfaction:** Scaled back-office operations to support growth, aligning with business goals & consistently exceeding client expectations through rigorous performance monitoring.

Mar'18 – Jun'19 | Customer Service Representative
Amazon Development Center

- **Customer Experience Enhancement:** Leveraged a customer-centric approach to enhance customer experiences, resolving inquiries with precision and delivering tailored support to exceed expectations.
- **Operational Efficiency Improvement:** Boosted operational efficiency by 97% through effective problem-solving, streamlining processes, and offering personalized service.
- **Customer Education & Satisfaction:** Educated customers on billing, payments, and policies, ensuring smooth interactions and increasing customer satisfaction.
- **Trust & Loyalty Building:** Utilized deep product knowledge to foster trust and loyalty, creating positive customer experiences and long-term relationships.

Nov'16 – Mar'18 | Customer Service Representative
FedEX, Delhi

- **Customer Satisfaction Enhancement:** Increased C-SAT scores by 7% through proactive problem-solving and delivering exceptional customer service.
- **Operational Efficiency Improvement:** Managed high call volumes, reduced wait times, and ensured precise issue resolution, optimizing overall customer service efficiency.
- **Process Optimization & Team Collaboration:** Collaborated with delivery teams to streamline processes, ensuring timely resolutions and enhancing operational effectiveness.
- **Performance Under Pressure:** Consistently maintained a positive attitude and delivered impactful results in high-pressure, fast-paced environments, ensuring exceptional outcomes.

Aug'12 – Oct'16 | Customer Service Representative
Skymorn Herbs & Dyes Export, Noida

- **Customer Satisfaction Boost:** Achieved 85% in Customer Satisfaction (C-SAT) scores by proactively addressing customer issues and delivering outstanding service experiences.
- **Operational Efficiency**: Successfully managed high call volumes, minimized customer effort with few follow-ups, and ensured accurate issue resolution, thereby enhancing overall service efficiency.
- **Process Optimization & Team Synergy:** Worked closely with delivery teams to refine processes, leading to quicker resolutions and improved operational performance.

Personal Details

- **Address:** G- G-503, AIG Park Avenue, Gaur City 1, Sector 4, Near Dada Dadi Park, Greater Noida
- **Languages Known:** English, Hindi & Bengali
- **Date of Birth:** 21st August 1989