



KOHITOOR BEGUM

Supervisor and Sr. Analyst

About Me

With a solid foundation in leadership and team coordination, eager to learn and grow in the operations field. Strong understanding of organizational efficiency and operational strategies allows for quick adaptation to new challenges. Committed to contributing skills and knowledge to drive success in any role undertaken.

EXPERIENCE

Nov-19 to Nov 21

Team Leader - Nexa Service

- Developed team members' skills through targeted coaching sessions, resulting in improved individual performance.
- Set performance expectations for the team, monitoring progress towards goals and providing constructive feedback as needed..
- Managed conflict resolution among team members, fostering a positive and collaborative work environment.
- Empowered team members by delegating responsibilities according to individual strengths and areas of expertise.
- Mentored junior staff members, helping them develop their leadership potential and advance in their careers.
- Evaluated team member performance against established objectives during regular reviews, offering praise for achievements or identifying areas requiring further development.
- Collaborated with other department leaders to establish shared goals and ensure alignment across teams.

ACCOMPLISHMENTS

- Documented and resolved client's concern which led to client's trust and value
- Supervised team of 73 and above staff members in Nexa Group.
- Achieved service load target by completing appointments of clients for service load with accuracy and efficiency.
- Achieved Best Performer award from Regional Service Manager by completing service load achievement vs appointments in Nexa Service with accuracy and efficiency as Team Leader.
- Achieved highest rank of appreciation card from client's by completing technical issues, concern, queries and complaint on CEO Escalation Desk with accuracy and efficiency.



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Gurgaon. HR



Kazinazrul
University

Political.Science
Honours

The Institute
of Computer
Accountant
- Data Entry



Proficient-
English, Hindi,
Bengali
and Urdu

Intermediate-
Gujrati and
punjabi

- Increased customer satisfaction ratings by closely monitoring service quality standards and addressing any issues promptly.
- Achieved project milestones ahead of deadlines, coordinating effectively with stakeholders and managing resources efficiently.
- Monitored team performance, identifying areas for improvement and implementing corrective actions.

Jan-22 to Oct-22

PartsAvatar as a Senior Technical Support Analyst- Ecommerce

- Enhanced customer satisfaction by resolving complex technical issues promptly and efficiently.
- Conducted root cause analysis on recurring technical problems, developing long-term solutions that minimized future occurrences of similar issues.
- Reduced ticket backlog by implementing effective prioritization strategies and optimizing workflows within the support team.
- Served as an escalation point for high-priority cases, ensuring timely resolutions and maintaining strong relationships with key clients.
- Managed complaints with calm, clear communication and problem-solving.
- Engaged with customers to better understand needs and deliver excellent service.
- Identified issues, analysed information and provided solutions to problems.
- Actively listened to customers to fully understand requests and address concerns.

March 23 - Aug 23

CEO Escalation Desk- Escalation Consultant of CEO Startek (Ageis)

- Delivered high-quality presentations showcasing key findings and recommendations to both internal stakeholders and clients.
- Managed client relationships through regular check-ins and updates on project progress.
- Liaised with customers, management, and sales team to better understand customer needs and recommend appropriate solutions.

Certifications

- Best Performer-Team Leader in Nexa Service Group- 2019 to 2021

Skills

- Issue resolution
- Team leadership & development
- Work Planning and Prioritization
- Quality assurance
- Goal-setting
- Integrity and honesty
- Project leadership
- Customer relationship management
- Subject matter expert
- Decision-making
- Executive support
- Excellent communication
- Analytical thinking
- Business planning
- Optimistic
- Problem-solving
- Leadership proficiency
- Time management proficiency
- Written and verbal communication
- Strong leadership skills
- Customer Service

- Built successful business culture focused on performance optimisation and goal attainment.
- Developed successful strategies and policies, meeting organisational needs and implementing improvements.
- Reviewed reports, recommendations and requests from subordinate leadership.

Nov 23 - May 24

Assistant Manager-Immigration-Fortunech

- Led weekly staff meetings to discuss targets, performance improvements, and customer feedback.
- Supervised day-to-day operations to meet performance, quality, and service expectations.
- Improved customer satisfaction by addressing and resolving complaints promptly.
- Developed strong working relationships with staff, fostering a positive work environment.
- Collaborated with management team to set sales targets and strategies, achieving consistent sales growth.
- Investigated issues impacting organisational operations and service delivery to understand root causes, prepare detailed reports and recommend corrective actions
- Trained new employees on company policies, customer service excellence, and sales techniques.
- Monitored staff performance and developed improvement plans.

July-24 to Feb 25

Sr. Retention Consultant-Operation

Couverture Management Insurance.pvt.ltd

- Streamlined workflow processes, resulting in improved overall team efficiency and effectiveness.
- Collaborated closely with other departments to streamline interdepartmental communication and improve overall organizational cohesion.
- Improved operational efficiency by streamlining processes and implementing time-saving strategies.
- Led a team of professionals to achieve project goals on time and within budget constraints.
- Solved customer challenges by offering relevant products and services.
- Achieved monthly sales targets consistently by implementing effective sales strategies and maintaining a high level of product knowledge.
- Boosted customer satisfaction levels through exceptional service, addressing concerns promptly, and providing a welcoming store environment.
- Handled complex problems and issues by understanding root causes and implementing solutions.
- Helped clients enhance internal structures and improve handling of current and potential problems.

Personal Information- Optimistic, assertive and subject matter expert in customer support and success with in leadership quality.