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**OBJECTIVE**: Looking for an opportunity to use my expertise in Teaching/Coaching and feedback/ People management skills. I wish to motivate children to discover their genius through creative methods of teaching.

**WORK EXPERIENCE:**

1**. American Express India Pvt. Ltd**. as **Lead** **Disputes Analyst** (March 2007 to October 2016)

Joined American Express as Disputes Analyst handling customer service disputes and moved on to become **Master Disputes Analyst** in October 2009 and **Lead Disputes Analyst** in October 2012. I was moved to the Training Team in September 2013 to handle a new hire batch for process training under a Project.

I handled a batch of new hires as a **Learning Specialist** from September 2013 to December 2013.

I handled another batch from January 2014 to March 2014. From April 2014 to April 2015, I was part of several conversion batches wherein I mentored different batches that were cross skilled from Triumph Domestic to Triumph International.

As a part of this role, I sampled the cases and sent regular feedbacks, provided floor support and also conducted weekly Individual Development Plans to guide the participants regarding their progress, attended meeting and gave feedback for each participant under training basis which certification was done. Motivated the learners through regular feedback and coaching to achieve the standard scores related to certification.

I was supporting the **Special Handling Team** from May 2015 to October 2016. This team performs the core roles of handling FCBA and Past FCBA cases, **in addition to monitor, identify and action defects leading to upstream or downstream impacts to the Customers, Shareholders or Employees**. This effort also focuses on providing feedback as appropriate and Consequence Management as required. We also handled **Executive Escalations** which were received from the Chairman’s office. These escalations being very high end escalations needed detailed research and immediate resolution.

**Job Responsibilities**:

* Deliver and evaluate **Process Training** based on business needs.
* Prepare learners to perform job functions within pre-determined quality standards, conduct training need analysis.
* **Observe, measure, coach and monitor learner’s performance**. Prepare high **level data and reports** for the training and OJT (on the job training) batches.
* Partner with Team Leaders and key stake holders for post OJT performance management.
* Design and develop **training modules** as required.
* Drive Employee Engagement and instill the **Core Values** of the Company during the course of training.
* Liaison with other departments such as **HR, Payroll, Transport** etc. to ensure smooth learning experience.
* Conduct and support product refresher/tenured support programs for the representatives on the floor.
* Consistently and effectively implement **performance management** program to function as a leadership tool.

**Achievements**

* Have been **awarded for outstanding customer service** at Team level as well as Directorate level. Have been recognized with the **"Hero Award**" for Quarter 2, 2014 for achieving above 80.00% in Voice of Customer.
* I was awarded the **Relationship Care Rockstar** for the month of August 2015 and January 2016 for scoring above 90% in RTF.
* Was awarded as the **RTF champ** of my process in January 2016
* Was amongst the Finalists of **I-Factor** for Quarter 1, 2016. This is an initiative to encourage process related ideas from Employees. My idea to improve customer satisfaction was highly appreciated by the leadership team and implemented to improve the RTF (refer to friend) scores of the Process.

**Projects Handled:** Was part of the **Dispute Abusers Project** from June 2009 to December 2009.

The project was a big success and the team helped American Express save substantial amount from being written off and suspended due to customers who were disputing charges perpetually. The project also included helping CRAT (Credit Run Away Team) by providing them with data to cancel the accounts of customers who were abusing the disputes process. As a result of the project, Disputes Abuse Team was comprised to focus consistently on saving revenue loss due to dispute abusers.

2. **American Express India Pvt. Ltd** May 2005 to August 2006 as **Customer Care Professional** in TSC (**Telephone Service Centre**)

Handled service related calls of the American Express Cardmembers. This included guiding the customers about the various card products offered by American Express, their benefits and advising them the right product basis their requirements. The process also focused on provided any help related to customer service to the Cardmembers.

3. **EXL Service Pvt. Ltd.** June 2003 to May 2005 as **Customer Care Associate**

Handled **Aviva Motor Insurance** Sales process which included selling insurance policies for General Insurance based on the monthly target. I was also required to up sell the roadside assistance services and help make amendments to the existing policies of the Policy holders.

4. **Wipro Spetramind** August 2002 to April 2003 as **Customer Care Associate**

Handled service related issues of the subscribers of **America Online** (AOL). The job responsibilities included helping the subscribers in their service related issues and helping in retaining them through extraordinary customer service.

5**. Teaching experience 1996 to 2002**

I have teaching experience of over 6 years in ICSE board schools. I worked in Primary school for four years in Kerala Public School, Jamshedpur and for two in other schools in Middle school.

**EDUCATIONAL QUALIFICATIONS**

* ICSE from D.B.M.S. English School, Jamshedpur in 1994.
* 10+2 from Sacred Heart Convent School, Jamshedpur in 1996.
* B.A. (English Language and Literature) from Indira Gandhi National Open University in 2000.
* Currently pursuing an online course in **Global Career Counsellor**- Green Belt Certification Programme from **Univariety and University of California, Los Angeles (UCLA).**

**TECHNICAL QUALIFICATIONS**

* MS Office
* MS Excel
* E-mail
* Knowledge of GNS processing and functioning at the Issuer side
* Certified in Dispute processing of Personal Cards
* Certified in General Insurance

**HOBBIES**

* Represented school in interschool sports competitions.
* Active member of literacy society of school, taught people in slum areas.
* Participated in various debates and extempore in school.
* Like traveling and interacting with people. Human Revolution is something that I have focused on and try to follow my mentor’s guidance to work on myself.
* Spiritualism- Have been practicing Nichiren Daishonin’s Buddhism for over 12 years. Have been an active member of Bharat Soka Gakkai (BSG) since 2004.
* Started my blog <https://lifeskills775.wordpress.com>
* Started my Facebook page Life Skills in 2017.

**PERSONAL INFORMATION**

Husband’s name: Rajeev Ranjan

Date of Birth: 8th March 1977

Languages Known: English, Hindi and Bengali.

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