

DIPIKA KAPOOR

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To be an integral part of the growth of an organization by utilizing the extensive hands-on and supervisory experience gained in planning and operational improvements.

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Skills

- High adaptability and Strong belief in Constant learning and growth
- Highly Organized
- Effective Team Player
- Positive and Solution oriented approach
- Meticulous planning and execution

Software Knowledge

Avaya AURA

Teleopti

Galileo GDS

Amadeus

MS Office – Excel / Word / Power-Point/Outlook

Work History

2021-06 – till now

Freelance Recruiter

Career Elevators, Gurugram, Haryana

- Source potential candidates on niche platforms like Indeed and LinkedIn.
- Assess the relevant skills, knowledge, work experience and the resumes of candidates.

- Screen the candidate for the client company's job requirements and qualifications as well as checking to ensure a good fit with company culture.
- Arranging interviews between the candidate and the company.
- Closing critical positions for the company.

2018-07 – 2021-07 WFM Senior Analyst (Resource Delivery & Planning)

Webhelp India PVT. LTD, Gurugram, Haryana

- Collaborate with Operations Department on identifying opportunities to further optimize our workforce
- To prepare and analyze agent schedules in order to meet service level requirements in the most efficient manner possible within work rules, legal requirements and other constraints
- Use accuracy of schedule measurements for continuous improvement, including making recommendations to improve scheduling efficiency and team member satisfaction
- Processes management requests for modifications of scheduling events (meetings / training etc)
- Manages changes to schedules to ensure adequate daily resource coverage
- Handling daily & weekly calls with Operations , PDMs & Clients on daily basis to review the last day's performance as well as current day plan and mitigations
- Working on current week's planner and analyzing the staffing trend, volume trend and absenteeism in order to gaze the SL on intraday level

2016-07 - 2018-05 Quality Analyst

Interglobe Technologies, IGT, Gurugram, Haryana

- Auditing transactions
- Providing timely and regular feedbacks
- Analysis on current quality checks
- Conducting dip checks
- Conducting calibrations with the client and the team
- Crafted training materials and ran on-boarding sessions to train team members
- Coordination with Client to ensure and cascade every new information on ground level

2015-03 - 2016-06

Lead Customer Service Associate

InterGlobe Technologies, Gurugram, Haryana

- Delivered excellent customer service, resulting in consistent customer satisfaction rating
- Forged and nurtured impactful relationships with customers to cultivate loyalty, boosting customer satisfaction
- Increased efficiency and team productivity by promoting adherence to operational best practices and company policies
- Educated customers about billing, payment processing and support policies and procedures
- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly

Education

2014-07 - 2017-05

Bachelor of Arts: English Hons.

Delhi University

2017-06 - 2019-08

MBA: Human Resource

Symbiosis University Of Distance Learning - Pune, India

2014-05 - 2015-06

Diploma: Aviation , Hospitality And Travel Management

Frankfinn Institute Of AirHostess Training - New Delhi

Accomplishments

- Have been rewarded as “Best Customer Service” provider in Interglobe Technologies twice
- Certificate of appreciation was rewarded for my work in Webhelp
- Diploma course in German Language from **Bhartiya Vidya Bhawan , New Delhi**