



Akshay Gawade

WFM / Dialer Manager

Industrious Workforce Manager who identifies potential workforce issues and seeks to cost-effective solutions. Adept at ensuring quality in various business environments. Specialize in developing practical internal and external communications techniques. Helpful Telephone Operator adept at providing detailed and correct information to inquiring customers. Skilled in front desk management and call routing. Displays poised and eloquent demeanor to convey positive company image.

Contact

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Education

Bachelor of Computer Applications

Rajiv Gandhi Institute of Technology

Certification Course

- **Data Science Course**
IBM Technology Company
- **Python using Apriori Algorithm**
- **Google My Business -Complete Listing Optimizuation Training**
- **R Programmung Language**
- **Getting Started with Python**
- **Introduction to Artificial Intelligence**

Personal Details

- Mother's Name: Anita Anant Gawade
- Father's Name: Anant Babli Gawade
- Date of Birth: 26 Mar 1995
- Gender: Male
- Marital Status: unmarried
- Blood Group: A+
- Nationality: India
- Religion: Hindu

Experience

● 16-Jan-2024 - Current

YelioW.ai | Campaign/Dialer Manager | Bengaluru /Mumbai, India

Job Description:

- Responded to customer inquiries with patience and positivity to establish excellent first impression.
 - Gathered customer information and promptly input data into computer system.
 - Handled customer complaints using strong engagement, research and issue-resolution skills.
 - Directed incoming calls to internal personnel and departments, routing to best-qualified department.
 - Create dialing strategies and campaigns in line with company strategy.
 - Continuously innovate to improve the performance of the campaign.
 - Liaise with the technical support team regarding campaign irregularities and maintain a high level of compliance.
 - Implement, control and evaluate calling strategies on the campaign.
 - Manage the day to day tasks and assignments for the Campaign Administrator.
 - Reporting and analysis on campaign and list performance.
 - Analyzing reports by interpreting results and by making additional recommendations to increase campaign performance.
 - Manage relationships and expectations with various campaign administrator.
 - Create Reports highlighting the success and improvement areas for internal and External Stakeholders.
 - Lead and oversee a team of voice support representatives responsible for delivering exceptional customer service and support via phone calls.
 - Develop and implement strategies, policies, and procedures to ensure efficient and effective voice support operations, optimizing team performance and productivity.
- Set clear performance expectations, goals, and KPIs for voice support team members,

Project Management for AI Voice Bot

- Handled delivery and support teams for the AI Voice Bot project, ensuring efficient project execution and high-quality deliverables.
- Utilized project management tools such as JIRA, DevOps, and Salesforce for task tracking, collaboration, and managing project timelines and deliverables.
- Managed end-to-end project life cycle, from initial planning and requirements gathering to deployment and post-implementation support.
- Implemented AI Voice Bot solutions for customer interaction, integrating with Zoho CRM for customer verification and transferring calls to live agents as needed.
- Designed and developed reporting sections, providing insights into call performance and customer interactions.
- Coordinated with cross-functional teams to ensure seamless integration of the AI Voice Bot with the company's dialer and telecom system.

● 3-Oct-2022 - 15-Jan-2024

Conneqt Business Solutions | WFM/Dialer/RTM Manager | Mumbai, India (All Pan India)

Job Description:

- Contributed to business development efforts by identifying opportunities to expand existing campaigns or launch new initiatives using the full capabilities of the dialer system to drive increased revenue generation.
- Processed customer payments for timely, accurate order fulfillment.
- Consistently met or exceeded monthly quota objectives through strategic use of the dialer system to maximize agent productivity levels while minimizing downtime between calls.
- Solved customer inquiries regarding products, orders and account balances quickly to meet service targets.
- Adherence to report Strategy. Ensure that forecasting, planning & scheduling is done in a manner that we are able to meet client metric circle wise.Tracking Attendance for Employees, Scheduling for Manpower, Agents management

Skills

- Dialer Management
- Data Analysis
- Advanced & Micro Excel
- Digital Marketing
- Zoho CRM
- Genesis Dialer,
- Dristi Dialer
- Avaya Dialer
- Convox Software
- San Software
- Blue Pumpkin
- WFM Software
- Techinfo Dialer
- Asterisk Dialer
- E-Commerce
- Decision-Making
- Data Entry
- Persuasive Speaking
- Telephone switchboard operation
- Schedule Coordination
- Clear Communication
- Attention to Detail
- CRM Software
- Telephone reception
- Goal-Oriented
- Database Research
- Paging Systems

Key Responsibilities

- Dialer Management
- Data Analysis
- Advanced & Micro Excel
- Digital Marketing
- Zoho CRM, Genesis Dialer, Dristi Dialer, Avaya Dialer, Convox Software, San Software, Blue Pumpkin, Techinfo Dialer, Asterisk Dialer
- Workforce Management
- Project Management (JIRA, other tools)
- Compliance and Reporting
- Client Coordination
- Email Escalation Strategy and Handling

Expertise

- Visual Design
- Process Flows
- Storyboards
- UI/UX
- User Flows
- Wireframes

- Develop other value added reports that would lead to more efficient and productive schedules and agents effectively managed, coached and supported a virtual team of 92, while contributing to team member engagement.
- Drove continuous improvement across all contact centre locations, through improved collaboration and identified growth opportunities
- Provided Staff Planning and Analysis. Volumes increased due to integration of customers from a merger and from increased sales.
- Achieved Service Levels of 80% of calls answered in 20 seconds.
- Produce executive level reporting and analysis for all internal and outsourced call centre covering site workloads, productivity, service levels, staffing, and financial metrics.
- Completed Six Sigma Yellow Belt Training Assessment.
- Assess the daily performance of call centres and manage real-time staffing changes to ensure payroll targets and service level objectives are achieved
- Manages the distribution of revised work schedules
- Assess strengths and weaknesses in order to structure developmental plans for analysts

Project Management Tools

- JIRA: Utilized JIRA for project management, task tracking, and collaboration across various teams. Implemented JIRA dashboards for real-time tracking of project progress and performance metrics. Managed project timelines, milestones, and deliverables using JIRA, ensuring adherence to deadlines and quality standards. Conducted regular JIRA training sessions for team members to optimize tool usage and enhance productivity.
- DevOps: Used DevOps tools to streamline project workflows, automate deployment processes, and manage code repositories. Ensured continuous integration and delivery (CI/CD) pipelines for efficient project execution.
- Salesforce: Leveraged Salesforce for managing customer relationships, tracking project-related interactions, and analyzing project impact on customer satisfaction and engagement.

● 3-Jun-2019 -1-Oct 2022

SingleDebt (CITY CREDIT MANAGEMENT LLP) | WFM/ Dialer Assistant Manager /Manager | Mumbai, India (All Pan India)

Job Description:

- Managing a team strength of 38 employees (WFM). Ensure that real time management (RTA) is done in such a manner that we are able to meet client metric and business need is achieved.
- Monitoring variance in planned and achieves targets in real time and regular intervals. I am involved in all client conference calls for delivery. I am part of WFM engagement singledebt for Pan India which involve coordination with all WFM team. Worked with IEX, Genesis , ZOHO CRM , Avaya ,Convox Software, San Software,Cisco tools.
- Supervises and manages subordinate staff; makes employment decisions related to hiring, discipline, rewards, and performance management
- Handled the roles like forecasting, scheduling, RTA and billing Works with Site leadership to provide WFM strategic insight and to receive feedback for WFM process development and refinement
- Increased contact rates by implementing efficient dialer strategies and optimizing campaigns.
- Collected and verified telephone numbers, addresses, and proper spelling of names.
- Responded to customer inquiries with patience and positivity to establish excellent first impression.
- Implemented data-driven decision making for campaign optimization, leading to improved overall results.
- Conducted ongoing analysis of dialer metrics to identify areas for improvement and implement necessary changes.
- Installed software applications to track customer calls and enable improved insight.
- Contributed to business development efforts by identifying opportunities to expand existing campaigns or launch new initiatives using the full capabilities of the dialer system to drive increased revenue generation.
- Handled customer complaints using strong engagement, research and issue-resolution skills.
- Enhanced customer satisfaction ratings by refining call scripts based on feedback from agents and customers alike.
- Attended safety training meetings to learn procedures for handling medical and fire emergency calls.
- Processed customer payments for timely, accurate order fulfillment.
- Performed data entry operations to update database with customer responses.
- Managed high volume of incoming calls from customers, providing outstanding customer service to callers.
- Followed up on customer inquiries to confirm issues were adequately addressed.
- Streamlined processes between departments by integrating the dialer system with CRM platforms, facilitating seamless information sharing among teams involved in customer outreach efforts.

Reports Prepared

- Real-time performance monitoring reports.
- Efficiency and productivity reports.
- Campaign effectiveness analyses.
- Detailed issue resolution and escalation reports.
- Dialer performance reports with actionable insights.
- Agent productivity and retention reports.
- Compliance and regulatory adherence reports.
- Project progress and issue resolution summaries.
- Campaign performance reports with detailed analyses.
- Efficiency and compliance reports.
- Real-time monitoring reports for outbound and inbound statistics.
- Client-specific reports, ensuring alignment with their requirements.
- Detailed performance reports, including staffing, productivity, and financial metrics.
- Compliance reports to ensure adherence to regulatory standards.
- Campaign optimization reports, providing data-driven recommendations.
- Executive-level summaries for senior management review.
- Campaign performance reports, highlighting key metrics and improvement areas.
- Compliance and efficiency reports to ensure adherence to regulations.
- Executive-level reports for internal and external stakeholders.
- Real-time staffing and performance tracking reports.
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● 9-Feb-2017 -1-Jun- 2019

Vertex Customer Management India Private Limited | Senior Dialer / WFM Team Leader | Mumbai, India (All Pan India)

Job Description:

- Understanding Compliance measures with respect to running dialer.
- Managing Client requirements on Data.
- Monitoring genesis related services closely to avoid down-time. Knowledge of Trunk monitoring, OCS, SSRouting, Config. Creation of campaigns & Creation of dialer ID'S
- Agent mapping to Skillset and skillset mapping to Campaigns. Real time monitoring of Agent Statistics, abandon rates, availability %, Inventory inflow and outflow and campaign statistics.
- Continuous interactions, feedback and input mechanism with line teams to drive stated business objectives.
- Tracking the timely Data Upload and on Dialer and Partial Refresh on all Record.
- Track the pending missed call & ensure calling done on missed calls timely.
- Ensuring the dialer scheduled time and inventory being called is in line with the TRAI regulations.
- Create detailed disposition analyses & BTC (Best time to Call) to present inputs and feedback to the Line teams & Channel Teams
- Tracking the efficiency parameters like TAT, lead coverage, calling TAT etc. and ensure achievement on the set benchmarks.
- Do drill down analysis on all dialer performance. Analysis of all portfolio performance daily/weekly/monthly/annually & provide specific inputs to improve.
- Provided new employees with voice and accent training to teach proper customer service etiquette.
- Maintained detailed customer call and inquiry logs for performance monitoring.
- Performed minor troubleshooting on communications equipment to alleviate downtime.
- Connected callers with appropriate professional, department, or business.
- Operated switchboard and routed incoming calls to appropriate departments.
- Responded to customer inquiries with patience and positivity to establish excellent first impression.

● 2015 - 2017

DBS Mintek Private Limited | Dialer Executive/ Dialer Team Leader | Mumbai, India (All Pan India)

Job position here

- Reviewed customer feedback to determine strategies for improving customer service.
- Improved agent retention rates by incorporating ongoing feedback into dialer system updates and enhancements, fostering a more user-friendly experience for team members tasked with operating the platform on a daily basis.
- Assisted colleagues with achieving task requirements, aiding team productivity and performance.
- Troubleshoot technical issues related to the automatic outbound calling process, quickly identifying root causes of problems and implementing effective solutions to minimize service disruptions for agents utilizing the system during peak hours of operation.
- Co-ordination with the Genesys team for L3 technical assistance and functioning.
- Ensuring that the calling services are ready at the scheduled time.
- Manage day to day predictive Dialer Management. Co-ordination with the IT Team for any PC related or dialer software related issues.
- Real time monitoring of outbound & inbound dialer stats. Checking and changing dialing filters as per the Risk logic. Ensuring all calls are recorded and retrieved.
- Managing the altering campaign parameters to maximize efficiency/effectiveness where necessary.
- Co-ordination with the IT /Dialer support team for technical assistance and functioning.
- Highlighting gaps and issues and escalating as per the following laid down process.
- Utilization of resource available (Track Channel availability in PRI).