

Aysha Anjum

Operations SME

Strong communicator with exceptional analytical skills to identify, analyze and resolve complex issues. Currently involved in handling a team of 5 individuals with on time delivery of BAU Operations. With a total work experience of 4 years and 3 months across various business sectors



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SKILLS

Microsoft Excel

Data Management and Reporting

CI Collaboration

Root Cause Analysis

Problem Solving

Presentations

Adaptability

Core Java

LANGUAGES

English
Full Professional Proficiency

Hindi
Full Professional Proficiency

INTERESTS

Household Chores

Dance

WORK EXPERIENCE

GCB Operations SME BT Eserv Pvt Ltd

10/2022 - Present

Roles and Responsibilities

- Manage team in executing day-to-day activities and resolve complex queries
- Taken a leading role in a revenue impacting project collaboratively with multiple teams
- Involved in preparing Monthly Review Deck, Month Closure Reports, collate data from multiple teams and share with stakeholders
- Play a key role in driving important parameters like Quality, RFT, OTD
- Have handled escalations, involved in RCA for issue resolution and engaged in stakeholder management
- Identifying process gaps and working on it to streamline further
- Create and maintain SOPs for all processes within team

GCB Operations Associate BT Eserv Pvt Ltd

11/2020 - 09/2022

Roles and Responsibilities

- Involved in daily and monthly tasks to ensure Operational delivery on time
- Have conducted on job training to newly on-boarded team members
- Prepared process related documents for the team
- Assisted SME by collating data for monthly review deck, RCA, Month End Reporting

Associate Test Engineer Emids Technologies Pvt Ltd

05/2018 - 09/2019

Roles and Responsibilities

- In-depth analysis of user stories to identify any unavoidable risk and to prepare test data
- Develop, update and review test scenarios and test cases
- Conduct meetings with BA, Product Owner to validate application meets business requirement
- Involved in running tests, analyzing test result, defect reporting and tracking

Process Executive Infosys BPO Ltd

08/2016 - 04/2017

Roles and Responsibilities

- Worked as an advisor for British Telecommunications
- Was in the Billing department, so provided resolutions to customers regarding their billing queries

EDUCATION

BTech in Electronics and Communication Engineering OmDayal Group of Institutions

08/2012 - 07/2016