

# Monika Malviya

**Contact:** +97335575415

**Email:** monika\_malviya2000@yahoo.com



## EXPERIENCE

**Assistant Manager – Customer Experience Service Quality  
(Jun2018 – Mar2020)**

**Noor Bank, Dubai**

- Resolve higher channel complaints like central bank, CEO and social media and monitor offshore team.
- Customer experience analytics and measurement (VOC metrics as well as UX metrics, customer journey stage surveys - NPS).
- Analyze customer monthly complaints, research – NPS data, feedbacks and metrics to identify customer pain points and fix them permanently
- Initiate technology and digital changes to improve customer experience like enhancing net banking, live chat option, wats app, moving service request to online banking etc.
- Journey redesign applying design thinking approach and co-development with customers.
- Customer engagement across digital and offline channels. Strong focus on customer experience strategy and transformation, including digital customer experience.
- MIS reporting and presentation to business management. Identify gaps and propose solution by implementing lean sigma, 5 whys, brainstorming, and other methods like qualitative and quantitative research to fix the gaps & improve processes at all the channels of the bank including branches.

### Achievements

- Best Customer Service – Customer Experience 2018
- Certificate of appreciation – Great job for successfully reducing customer pain points.

**Team Lead – Service Quality (May 2015 – May2018), 3yrs**

**AMS International, Dubai**

- MIS reporting and analysis of customer data – complaints, mystery shopping data and survey.
- Develop and enhance new complaint management system, Noor mail manager system and SOP approval system, process improvements.
- High level complaint handling, meeting walk in customers.
- Ensuring department SLA is achieved.

### Achievements

- Pat on back award for successful launch of new complaint management system in 2016
- Shukraan and Kudos award for success completion of fee and charge process improvement project in 2016.

## OBJECTIVES

Experienced customer centric professional eager to work with an employer who could allow me to utilize my experience and skills to drive continuous improvement in key performance metrics and customer satisfaction.

12+ years of working experience which includes around 6years of UAE banking experience in Customer experience

## SKILLS

MIS Reporting:	Excellent in Excel and basics of Ms Access
System Testing:	Agile scenario based testing
Process Improvement:	Lean Sigma Analysis, 5whys methodology, Fishbone diagram analysis, brainstorming, root cause, etc
Surveys:	Design and analyze survey for new and existing customers

**Sr. Service Quality Executive (Jun2014 – Apr2015), 11 months**

**Pact Employment, Dubai**

- Handle and resolve complaints received through different channels, meeting walk in customers within defined timeline.
- MIS reporting and analysis of customer data – complaints and monthly survey.

**Sr. Quality Associate (Sep 2008 – Mar 2014), 5 yrs 6 months**

**Tech Mahindra Pvt Ltd, India, Noida**

- Responsible for delivering Service Levels in accordance with Client specifications with Optimization of Cost.
- Responsible to document and maintain process workflows, flowcharts and make useful and necessary recommendations that will positively impact operational effectiveness High level complaint handling
- MIS analysis and management
- Run PDCA, Yellow Belt, Green Belt projects for process improvement.
- Handle External and Internal Audits.

#### **Achievements**

- Awarded Appreciation as Team Player in 2013.
- Awarded “Valuable Player” yet again as a Quality Analyst in 2012. Stood at 2nd position in Tech Mahindra Exchange Ion in 2012 for Six Sigma PDCA project.
- Awarded a Trophy and a certificate for Process Improvement Automation - “VT Cleanse Tool” 2011. Awarded “Valuable Player” Sr. Quality analyst in 2011.
- Awarded as “Dedicated Employee” in BT SOUK PM in 2009 RNR. Awarded as “Rising Star” for the quarterly RNR 2009.

**Customer Care Associates (Jul 2007 – Feb 2008), 8 months**

**Barclays Shared services, India, Noida**

- Reconcile UK customer bank accounts.
- Tally Debit and credit entries of UK Barclays customer and reconcile books.
- Investigate and find reasons of difference between cash book and pass book of the customer
- Meet target of 450-600—debit and credit entries per day.

#### **Achievements**

- Awarded as the “BEST PERFORMER and BEST ATTITUDE EMPLOYEE” in First Rewards and Recognition

## **EDUCATION**

- Post graduate diploma in management from IMT Ghaziabad DLP 2012
- Bachelors in Commerce (Hons) from Delhi University 2008
- Higher Secondary School from Marigold Public School CBSE AISSE 2002
- High School from Assisi Convent School CBSE 2000

## **PROFESSIONAL QUALIFICATION**

- ISO 9001:2015 Lead Auditor Implementer certified in 2017
- Six Sigma Yellow Belt Certified from Tech Mahindra Pvt Ltd
- Six Sigma Green Belt trained BSI , India

## **STRENGTH**

Ability to adapt, Design thinking approach, Strong eye for details, ability to multi task, Quick learner, ability to anticipate problems, MIS reporting and presentation, process improvement methodologies like lean sigma, 5 whys, fishbone, brainstorming, root cause analysis, Kanban, Focus on quality work, good decision maker.

**Date**

**Signature**