

DIVYA RANGA

Date of Birth: 19-August-1990

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CAREER OBJECTIVE:

Looking for a responsible and challenging opportunity to contribute towards organization growth and grow personally in a stimulating work environment.

CAREER ABSTRACT

Quality focused and performance-driven professional with more than 4.5 years of experience in Operations.

EXPERIENCE DETAILS

Egon Zender (Nov 2017 - Till Present)

Currently working as a Research Data Operation Analyst for **US & APAC** region.

Job Profile Includes:

- Performing Secondary Research Activities through various data, i.e., LinkedIn Id's, Web Bio's Confidential Reports, Board Ex and many more.
- Managing the complete life cycle of the project starting from receiving the projects, sending them in a workable format to the composition team, monitoring the execution and ensuring that the product is delivered in a timely manner with highest quality.
- Team Leadership-Expertise in leading and building cohesive cross functional teams and collaborating with senior executives in improving operations
- Process Improvements-Devised and implemented processes, procedures, systems, and internal controls to strengthen operations, increase productivity and enhance customer satisfaction.
- Strong proficiency to analyze data and create meaningful recommendations to improve operational performance

Extra Initiatives apart from core JOB:

- Mentoring and training team subject matter experts for all work type related to research tasks.
- Weekly quality huddles
- Daily queue maintenance, distribution of work to individual and keep track of daily work to finish the queues on time so that we will not miss the SLA.
- Leave tracker update and keep track of individual quality performance.
- Downtime and manual entry approval for the team.

- Preparing daily workloads for staff & coordinating the daily allocation of work.
- Motivating the team to achieve high standards and KPI targets.
- Ensuring all administrative and IT records are entered and updated correctly.
- Praise team members and creates a positive working environment.
- Handling new client enquiries and acting as the face of the business.

KEY SKILLS AND COMPETENCIES:

- Proven ability to manage through others.
- Strong decision making and problem-solving skills.
- Able to motivate and lead others in a team environment.
- Excellent communication skills, both written and verbal.
- An ability to build rapport and trust quickly with work colleagues.
- Track record of delivering results with deadlines.
- Able to priorities tasks and workloads in order of importance.

ACHIEVEMENTS

- Achieved monthly R&R for consecutively one year.
- Certificate of appreciation from the Manager for effectively executing an assigned task for team.
- Yellow belt trained.

IT PROFICIENCY

MS Office (MS Excel, MS Word, MS PowerPoint), Good Knowledge on Internet Explorer.

ACADEMIC QUALIFICATIONS

Degree	Qualification	College / University / Institution	Year of Passing
MASTERS	MBA (HR)	JAIPUR NATIONAL UNIVERSITY	2021
BACHLEORS	BA	DELHI UNIVERSITY	2013
DIPLOMA IN MASS COMMUNUCATIONS	MASS COMMUNICATION	YWCA	2012

SKILLS/AWARDS

- Represented the school in numerous Inter School Talent Competitions like Debates, Quiz,

Drama.

- Got 2nd position in Youth Parliament Inter-zonal School Competition.

PERSONAL PARTICULARS

Languages known: English & Hindi

Husband' s Name: Rahul Mehra

Marital Status: Married

Address: A-607, Savy Ville De Appartments Raj Nagar Extension Ghaziabad-201017.

DATE:

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