

CURRICULAM VITAE

Sandeep Aswal

Address: House No.- 253 A, Gali No.-21, Road No.-06, Shyam Vihar Phase-1, Najafgarh New Delhi-110043.

Contact No: +91- 9971374826.

Email id: - sandeep.aswal54@gmail.com

CAREER OBJECTIVE: -

To work hard and prove to be an efficient member in the organization and apply my skills and knowledge for company's and my own growth.

WORK EXPERIENCE: -

Sr.WFM MIS EXECUTIVE - Nirvasa Healthcare Pvt. Ltd.

4-Apr 2022 – 30-Aug 2025.

Responsibilities :-

- ✓ Monitor queues/skills real time to ensure key metrics like SL, AHT and abandon targets are met.
- ✓ Prepare and maintain reports showcasing Interval level performance, daily/weekly/monthly performance reports etc.
- ✓ Ability to work on data and generate various types dashboards, reports/ad-hoc reports.
- ✓ Prepare Schedules for inbound agents & uploading in to the WFM tool
- ✓ Maintain service levels on Inbound campaigns by monitoring and tracking data on an active real time, daily, weekly, monthly and yearly basis and mapping agents on high call inflow to achieve inbound target
- ✓ Monitor all agents/staff logged into dialer system to assure staff logged into appropriate campaigns for each department group and to maximize utilization of agent productivity while logged into campaigns.
- ✓ Receiving and downloading data from different sources and formatting data using by EXCEL.
- ✓ Creating and updating agents' productivity report to the seniors.
- ✓ Creating Agent reports break and log in / log out report.
- ✓ Supporting HR Team of monthly salaries report addition and deduction.
- ✓ Publish intraday reporting (**Hourly Interval Reports, Productivity Reports**) and attendance.
- ✓ Maintaining SL, calculation of shrinkage, attrition
- ✓ Manage monthly attendance of on roll and off role staff, preparing payroll trix in /excel and prepare management reports.
- ✓ Manage internal sales CRM (**Contaque NGUCC**) tools and identify and report any issues to the management.

EDUCATIONAL QUALIFICATION: -

- ✓ B.com from “Delhi **University** in 2012”.
- ✓ 12th from K.V “**CBSE board** in 2009”
- ✓ 10th from K.V “**CBSE board** in 2007”

PROFESSIONAL QUALIFICATION: -

- ✓ 1 YEAR DIPLOMA **HARDWARE & NETWORKING** from “Super Net Technology”.

KEY SKILLS:-

- ✓ **Advanced Excel Skills:** - Use advanced Excel functions such as VLOOKUP/XLOOKUP, INDEX-MATCH, IFERROR, SUMIFS, COUNTIFS, TEXT Formulas, Pivot Tables, Conditional Formatting, and Data Validation etc.
- ✓ Google Sheets & Google Forms.

STRENGTHS:-

- ✓ I am adaptable in any environment.
- ✓ I believe in myself.

HOBBIES:-

- ✓ Playing cricket, Listening music.
- ✓ Photography.

PERSONAL DETAILS:-

Father’s Name	Raghubir Singh
Date of Birth	10/12/1991
Marital status	Married
Nationality	Indian.
Sex	Male
Languages Known	Hindi & English.

Date:

Place: **New Delhi.**

Sandeep Aswal.