

# Amit Mukherjee

Operation Team Leader

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## Profile

Passionate operations leader with a proven track record of driving efficiency and excellence in BPO environments.

With over 6 years of experience in sales, collections, quality assurance, and training, I specialize in streamlining processes and building high-performing teams. My approach combines data-driven insights with people-first leadership to deliver exceptional results.

## Professional Synopsis

- Over 6 years of experience in Sales, Collections, Quality & Training, and Operations Management in both Inbound and Outbound BPO processes.
- Skilled in improving and streamlining existing systems and processes for better efficiency.
- Strong work ethic with a focus on long-term career growth.
- Ability to create a positive work environment that motivates teams and enhances performance.
- Skilled in data analysis and visualization, using Excel and other tools to present actionable insights for decision-making.

## Experience

**Team Leader - Operations: Vindhya E-Infomedia Pvt Ltd.**

**Oct 2022 - Present**

- Responsible for driving profitability through operational excellence & effective team management.
- Prepared and shared MIS reports and daily calling activity reports with both clients and internal management.
- Managed multiple teams across processes:
  - IIFL Samasta – HC 10 | Collection process.
  - Spark Money – HC 40 | ITR filing for Swiggy riders' TDS.
  - Prefr – HC 3 | Service process.
  - AU SFB (MFI & LAP) – HC 9 | Collection targets.
  - Annapurna – HC: 10 | Managed collections and survey activities.
  - Vistaar – LAP | Bucket-wise OD/EMI collections.
  - Bandhoo.com – HC 20 | Sales & lead generation.
- Handled CRM, campaign & dialer management to meet/exceed SLAs.
- Forecasted attrition, planned manpower, and ensured smooth operations.
- Conducted weekly/fortnightly/monthly reviews to align with client requirements.

**Quality Analyst: Vindhya E-Infomedia Pvt Ltd.****Jan 2022 - Sep 2022**

- Audit calls to understand the process and share feedback to the agents.
- RCA (Root cause analysis) as per the process requirement.
- Audit reports and dashboards.
- Call Calibration with Ops and clients to improve the process.
- Giving refresher to agents as per their AOI.
- Training to the new employees.

**Customer Support - Executive: Vindhya E-Infomedia Pvt Ltd.****Dec 2019 - Dec 2021**

- Handle sales call for L&T Finance (Personal loan)
- Manage collection calls for L&T Finance (TW loan)
- Process inbound calls for L&T Finance (MFI loan)
- Conduct welcome calls for L&T Finance (Tractor loan)

**Education****Bachelor of Arts in English (2023)**[Netaji Subhas Open University](#)

Specialization In English

**Higher Secondary in Arts (2018)**[Begpur Union Institution](#)

Specialization in Computer Application

**Skills & Abilities**

- Microsoft Office
- Excel Formulas: VLOOKUP, XLOOKUP, HLOOKUP, INDEX, MATCH, IF, TEXT etc.
- Basic Power BI & VISIO
- Typing Speed: >65 WPM
- Vibe Coding: Create basic web applications using HTML, CSS, JS & Python.
- Team Leadership
- Operations Management
- Process Optimization
- Process Streamlining
- Call Analyze
- Training & Development
- Client Management

## Key Achievements

### **Best Team Leader Award      (Jan-Mar 2024)**

Received "Best TL" Award for exceptional leadership and outstanding contributions in achieving client targets across multiple processes.

### **Planner Pro Award              (Apr-Jun 2025).**

Achieved "Planner Pro" recognition for maintaining 98% attendance and optimal shrinkage management of team operations.

## Activities and Interests

### **Vibe Coding**

Programming enthusiast

### **Cricket**

Playing & watching

## Languages Known

Bengali, English & Hindi

## DECLARATION

I hereby declare that the information provided by me is true to the best of my knowledge.

Date:

Thank You

Place:

Amit Mukherjee