

# Namratha Ege

## Profile

Looking for a Quality Assurance position in an Organization where I can utilize my skills, which I have gained in past experience, for self development with organization development.

## Employment History

### Monitor and analyze customer support trends at Motilal Oswal Home Finance, Mumbai

October 2022 — February 2025

- **Awareness Calling :** Answered Inbound and Outbound calls for customer EMI Due date is coming Which is it would be making this first collection call about 10 days before the original due date of the invoice.
- **Bounce Calling :** Make daily collection call is usually necessary when the invoice is about 20days past-due. Since we have probably sent multiple reminders calls and SMS to this point, this is often referred to as a “broken promise” call based on a previous promise to pay that hasn’t happened.
- **Overdue Charges Calling :** Make daily call for customer to give a reminder call to clear overdue charges.
- **Roll Back Calling:** If you still haven’t received payment from your customer, it’s time to make one last call to request a resolution before sending them to a collections agency or taking legal action.

#### Key Responsibilities:

- Handling the different team and projects.
- Regular Feedback and Coaching.
- Monitor and analyze customer support trends.
- Facilitate training programs to Improve quality awareness and skills

### Associate Sales Consultant at Policy Bazaar web Aggregator Pvt Ltd, Mumbai

August 2021 — November 2021

- Answered incoming calls from customers looking to buy insurance and customers with questions.
- Personally sent out premium reminders to customers that were in danger of falling behind their payments

### Quality Assurance Specialist at Shri Sai Enterprises Ltd, Mumbai

January 2021 — May 2021

- Key Responsibilities: Handling the different team and projects.
- Sharing Weekly and Monthly report to the Management.
- Auditing the different team calls and sharing the TNI points.
- Doing the super check of the TL's audit and dip check of other report.
- Giving feedback to the teams on area of improvements.

## Details

+91-7977494612

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## Skills

Customer Service

Customer Support

Accounts Receivable

Microsoft Office

Mentoring

Training Activities

Quality Management

Raw Data

Auditing Skills

Knowledge of Finance

Sales

## Languages

English

Korean

Japanese

Telugu

Marathi

Hindi

## **Quality Assurance Specialist at Axis My India Pvt Ltd, Mumbai**

May 2018 — December 2020

- Online Monitoring of 20-40 percent of live raw data.
- To ensure the sample taken on the field is as per the Quota define.
- Feedback to the field team for better performance.
- Project wise Creating / Updating excel reports to observe improvement.

## **⇒ Education**

### **Bachelor of Commerce, Mumbai University, Mumbai**

January 2017

### **H.S.C, Maharashtra Board**

January 2014

### **S.S.C, Maharashtra Board**

January 2012