

CURRICULUM VITAE of Ms. ANUBHA BAKSHI

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SUMMARY

More than 18 years of experience customer service, complaint handling, compliance and team management

- Award-winning customer service employee with strong written and oral communication skills. Trained and experienced in resolving customer complaints and promoting conflict resolution.
- 18 years of experience in complaints handling, negotiation, mentoring new joiners, back office support functions
- Providing positive, individualized resolution for hundreds of complaints maintaining clear and positive communication
- Held workshops for enhancing written and verbal communication skills
- Trained executives in Contract Drafting and Management
- Extensive experience in document drafting, counselling, and one to one interaction
- Outstanding experience in client management

Specialties:

- First point of contact for all customer related issues.
- Expert in drafting of Contracts including MSPs, SLAs, MSA, OLA, Etc.
- Responsible for investigation, resolution and reporting of all customer related complaints.
- Ensuring that all written communication is carried out as per the customer care procedures and any contractual specification
- Drafting of Informed findings reports.

PROFESSIONAL EXPERIENCE

Complete Legal Outsourcing (Jan. 2016 till Date)

Floated own concern with the chief objective of providing contract administration services to clients based in US and UK. Am engaged in drafting and negotiation of high-volume agreements, creation and maintenance of standard agreement templates and contract clause libraries, abstraction of contracts and uploading them into repository along with all the supporting documents, Creating reports, renewal alerts etc.

Highly trained in drafting contracts that are accurate, complete and exact. Also engaged in proactive contracts management for improved contractual visibility, efficiency, economics, risk minimization, control, and operational performance.

Currently engaged in drafting and abstraction of Leases, Contract drafting, management and review and legal research.

ACS Global Tech Solutions Pvt. Ltd – (July 2015 till Dec. 2015)

Working as Sr. Manager – Responsibilities included contract drafting and management, taking care of Complaints handling by vendors based in US and in-house staff. Was involved in client interaction on phone and face to face. Also responsible for providing support functions like drafting of reports, taking care of compliance within the organization, and complaint resolution.

Acting as an in-house legal representative taking care of copyright and infringement issues.

Sun-Lexis – LPO Division of Sun-tech India (April 2014 till July 2015)

Working as Project Manager, responsible for procurement and operations of the entire division, interacting with clients based in USA and UK assisting them civil litigation matters, preparing project reports, handling pilot projects, complaint resolution etc.

Was also providing in house support to the team involved in transiting process and also wrote Standard Operating Procedures (SOPs) laying down step by step instructions for the effective understanding and functioning of the process and was also involved in active interaction with US based clients on daily basis on Skype

Responsibilities include project management, handling the internal team and a team of 17 free lancers, allocation of work, random quality checks, organizing trainings, client interactions, preparation of project reports and RFPs and also the costing module for the projects in the pipeline.

Was also acting as an in-house legal counsel for Sun Lexis and taking care of infringement, copy write violation and other legal matters.

SOURCE HOV as Senior Legal Associate (September 2012 till March 2014)

Was involved in article writing and doing quality checks for existing resources. Also took care of customer complaints, and drafting of reports for the client.

As Free Lancer with a Delhi Based LPO

Rendering legal advice and legal opinions to various international (US, UK, Australia and Bahamas, etc.) and domestic clients on questions of law and fact, including but not limited to whether to appeal from denial of summary judgment, affirmative defenses available to Defendant to tortious interference claims; proper venue and jurisdiction issue and contracting out of right to limit liability in admiralty case, insurance case involving affirmative defense of renewal as a business expectancy and payment made to contractor fell under the ordinary course of business exception to the avoidable preference provision;

Providing corporate legal and compliance support to all in house legal issues including but not limited to handling consumer cases and sending notices to infringer in copyright infringement case.

Legal evaluation and exhaustive legal research on various cases involving forum selection clause, judges immunity, quit claim suit and foreclosure case, statutory interpretation on customs case, arbitrability of narrow arbitration clause, effect of res judicata on case dismissed with prejudice, minority shareholder case, bankruptcy case; liability of public hospital for private patient, admiralty cases and fiduciary duty of officers/employees;

Drafting of various legal documents which includes motions and response, applications, notices, agreements and legal documents on a wide range of legal matters, including but not limited to motion for summary judgment against default borrower, motion to dismiss, amended complaint, drafted lease agreement for YMCA and response to preliminary objections;

Rendering contract review, risk management and negotiation services to in house vendors and clients on various commercial Agreements including but not limited to Lease and License Agreements, Master Service Agreements, Service Level Agreements, Lease Agreements, Non-Disclosure Agreements, Sale and Purchase Agreements, Professional Service Agreements, Collaboration Agreements;

Monitored websites, publications and other sources for global legal industry developments;

Interacting with various international clients directly to discuss legal issues and critical analysis of case in progress;

Managing team and handling all research and drafting projects

EXL SERVICES PVT. LTD. as LEGAL ASSOCIATE. (October 2007 – August 2012)

Responsibilities included:

CONTRACT MANAGEMENT:

Redlining and Negotiations of various commercial agreement including Service agreements and Non-Disclosure agreements;

Vetting and capturing key information from contracts as per client requirements in order to create centralized repository for contracts and enabling client to comply with the contract terms;

Legal Compliance;

Reviewed and abstracted various contracts like Master Service Agreements, Service Level Agreements,

Lease Agreements, Non-Disclosure Agreements, Sale and Purchase Agreements, Professional Service Agreements, Builder-Buyer Agreements, Collaboration Agreements, Joint Venture Agreements, and various agreements related to Mergers and Acquisitions and other related documents;

Liaoning with external third-party legal consultant and Vendor Management.

Performed quality audit and check on various contract abstraction project.

LEGAL RESEARCH:

Conducting research on US-50 states survey in regard to Slayer's Law, Simultaneous death, Disability, Mandates law in e-policies research and Third-party administrators license requirement in all US state, and writing synopsis.

Writing Head notes and summarization of cases.

Assisted General Counsel in various legal compliance research issue related to NCLEX requirement and legal constraints on Indian nurses in US, License requirement of Indian company according to SAFE Act (US) and scope of representation without indemnity clause in a agreement under Ontario law, etc.

OTHER RESPONSIBILITIES:

Handled and Managed Team of over 7-10 team members.

Imparted trainings on Pilot projects to trainees and attending international client call and interacting with them over call or via mail.

Handled and Managed many short-term deadline project involving contract review, abstraction and legal research work.

Preparation of training manual on E-Discovery, Privilege, US Court System and contract management.

Conducting the first level interviews of prospective candidates

Prepared dashboard on various metrics like timelines, resource and target achieved. Back Office Operations

EXL SERVICES PVT. LTD (Apr 2005 to Sept 2007)

Was part of voice process dealing with motor insurance claims for one of the largest insurance companies of UK. The job responsibilities include day to day interaction with the policy holders and settling their claim. Responsibilities included active interaction with engineers, garages, spare part suppliers, car hiring companies and policy holder. Responsibilities included training and mentoring of new joiners, handling policy holders' grievances and preparing of process dash boards.

OTHER RESPONSIBILITIES:

Routing the received images to the concerned department

Successfully exceeded the given targets

Was also responsible for managing different queues like credit hire, duplicate posts, disputed hubs etc.

Managing and maintaining the Process Updates

Mentoring new joiners

Analyzing trends and performances emanating from training batches' performances

Coordinating and conducting the re-verification Tests in a timely fashion

Ensuring all mandatory trainings i.e. CBTs have been completed at regular intervals for newcomers and existing agents

Internal Interactions:

Agents for the purpose of feedback

Team Manager for the purpose of process updates.

Trainer (Team members) for the purpose of coordinating trainings as and when required

WIPRO SPECTRAMIND (Sept 2003 TO Nov 2004)

Working with AOL saves as team member. AOL being one of the largest US based internet service suppliers. Was part of retention team. Successfully achieved the targets set for the process.

Was also responsible for the direct marketing of broadband and services of another Service provider that is CompuServe a sister concern of AOL itself

MAX NEWYORK LIFE (Mar 2003 TO Oct 2003)

Was working with as an independent visioning officer and was responsible for selling insurance policies to individuals. Successfully completed the life insurance training programed and was one of the top scorers of the batch.

Resigned as felt that direct marketing was not providing with job satisfaction

AMERICAN EXPRESS FC East (Aug 2001 TO Dec 2002)

Responsibility involved reconciliation of ledgers for foreign exchange transactions in Australia and New Zealand. Received appreciation mails from client for efficient and accurate maintenance of ledgers. Worked on an accuracy of six sigma

GE CAPITAL AND INTERNATIONAL SERVICES (Sept 1999 to Jul 2001)

Engaged in daily funding of credit card sales for US based big merchant houses like American eagle, Brooks Brothers, Home Depot etc. Used to receive the data through mainframe, down load the same, transfer into excel, process the same and send the same back to the client. Also responsible for sending WIRE to Federal Reserve Bank in Georgia to Transfer the requisite amount into the clients account before the start of the day.

Worked on accuracy of 98% and six sigma. Was awarded the best performer on a couple of occasions

REWARDS/ RECOGNITIONS:

Was part of many long term and short-term projects where I set the unmatched record of reviewing maximum documents in a day which was almost thrice the set target.

Supported the team in completing the same day deliverable and deadline projects where many a times I took the initiative to stay back and work on week-offs for which I was recognized and awarded with 'Golden Star'.

Also, worked in the role of reviewer and Quality Analyst on different project with Transaction Support Team and Contract Management Team where my contribution in the project was admired by my seniors.

Received special mention from General Counsel for my outstanding and accurate legal research on legal compliance issues and nominated as 'Potential Key Employee' from my team by my manager for various tasks and trainings.

Received recognition mail for my legal research and drafting work from reputed US Law Firms, Attorneys and Pro se Litigants.

Selected as most promising candidate for undergoing training on corporate projects in US

Successfully completed various basic Health Insurance and Corporate trainings;

PROFESSIONAL QUALIFICATION

Education: HNBGU.
LLB (1997)
Result (in percentage) 58%

Education: B.Com.
1993
Result (in percentage) 54%

Education: ISC St Thomas College Dehra Dun.
Commerce-1993
Result (in percentage) 76%

Education: ICSE, St Thomas College Dehra Dun.
All Subjects
Result (in percentage) 66%

Additional Education: PG Diploma in Computer Applications, NCVT
Result (in percentage) 68%

PG Diploma in Public Relations and Advertising, BVB
Result (in percentage) 72%

TRAININGS AND ACHIEVEMENTS

- Platform Skills
- Time Management
- Grammar and Skills Training
- Business Writing Skills
- Communication Skills
- Basic Excel Skills

Awarded with the Star of the month, best performer and top gun

Have also received many appreciation mails from the client based in US and UK

EXTRA CURRICULAR ACTIVITIES:

Reading, writing poetry and prose, gardening, pets and watching TV

PERSONAL INFORMATION

Marital Status: Married.

Language Known: English, Hindi, Punjabi.

Hobbies: Listening music, watching movies, surfing net, reading and solving reasoning problems.

Gender: Female.