

# SAYANI BHADURY

Compliance Executive  
Real Time Analyst

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Compliance Executive with 4+ years of experience in data management and monitoring the activities of employees to increase productivity in the organisation. Team player with excellent communication skills, high-quality data management skills, and highly self-motivated. Innovative, aggressive, hard-working, result-oriented professional with experience in **data management**, **compliance analysis**, and **process management**. Seeking to leverage data management knowledge, real-time analysis expertise, and strong communication skills to drive results.

## Experience

2023 – PRESENT

### Compliance Executive at Top Source Worldwide

Review, update, and revise employees' daily activities to prepare login tracking reports, ensuring adherence to compliance by creating and maintaining a positive and responsive work environment. Escalated unethical employee activities to management. Contribution to better work productivity in the organization. Report directly to the COO and assist the Head of HR.

April 2023 - September 2023

### Admin Support at InvesMate

. Managing student registration and the Onboarding process. Generating the Leads and uploading the same on the Lead management system after receiving it from the Marketing Team. Handling real-time issues. Resolving support tickets.

MARCH 2021 – FEBRUARY 2023

### Real Time Analyst (Workforce Management), CCE at Teleperformance

Expertise in **Intra-day Management**, **Real-time Adherence (RTA)**, and **Real-Time Decisions**. Monitored and analyzed key performance indicators (KPIs). Managed agent status, break management, login hours, Average Handle Time (AHT), long call duration, and long call hold duration in real-time. Managed large amounts of tasks promptly and escalated appropriate problems to senior management. Assisted team leads in escalating high-priority calls to the L2 desk. Capacity planning, forecasting, staffing, Intra-day reporting, and MIS work.

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## Skills

- Proficient with Data handling • MIS • Escalation management skills • Data Management
- MS Excel
- Pivot table

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## Software/Tools

Google Sheets, Outlook, Lead Management Systems, MS Excel, HiveDesk, Console

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## Education

GOSPEL HOME SCHOOL, ICSC 2015 | HOLY HOME SCHOOL, ISC 2017 | BIJOY KRISHNA GIRL'S COLLEGE, CU BCOM 2020 | LOVELY PROFESSIONAL UNIVERSITY, UGC MBA 2024

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## Activities

- Art • Travel