

DASHMEET KAUR

Associate Team Lead Operations

ABOUT ME

Results-driven professional with 4.5 years of experience in Research, Leadership and Stakeholder management. Skilled in data analysis, process optimization, and team development, with a track record of enhancing efficiency and performance. Demonstrated expertise in SLA management, strategic reporting, RCA and thorough documentation to support operational excellence. Passionate about turning insights into action and driving continuous improvement. Eager to contribute to a dynamic, growth-focused organization where I can create meaningful impact.

EDUCATION

UNIVERSITY OF DELHI

Bachelor of Commerce
2017

CAMBRIDGE FOUNDATION SCHOOL

2012 – 2014

ST. PETER'S CONVENT SCHOOL

2012

SKILLS

- Team Management
- Stakeholder Management
- Root Cause Analysis
- Process Improvement
- DMAIC Methodology
- SLA Management
- Data Analysis
- Google Spreadsheets
- Coaching and mentoring
- MS – Excel, Word, Powerpoint
- Google Spreadsheets
- Communications

PERSONAL DETAILS

- Date of Birth – 13-01-1997
- Gender – Female
- Language – English, Hindi

CONTACT

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🌐 [linkedin.com/in/dashmeet-kaur-a56626239](https://www.linkedin.com/in/dashmeet-kaur-a56626239)

WORK EXPERIENCE

VACO BINARY SEMANTICS, GURUGRAM (ON-SITE GOOGLE)

Associate Team Lead Operations

Sept 2023 – Present

Process – Knowledge Graph

- **Team Leadership:** Manage a team of 20 research analysts, ensuring adherence to client SLAs, performance metrics, and quality benchmarks.
- **Performance Management:** Monitor team productivity and generate data-driven reports, and deliver presentations to stakeholders.
- **Data Analysis & Reporting:** Use SQL queries to extract insights, identify trends, and prepare presentations to support decision-making.
- **Process Improvement:** Conduct root cause analysis (RCA) on performance gaps and implement corrective strategies.
- **Client & Stakeholder Management:** Establish structured communication channels for seamless project updates and issue resolution.
- **Quality Assurance:** Resolve data bugs using Buganizer, maintaining high accuracy standards.
- **Employee Engagement:** Reduce attrition and shrinkage through team-building initiatives and 1:1 coaching sessions.

Senior Research Analyst

Apr 2023 – Sept 2023

Process – Knowledge Graph

- **Data Pipeline Management:** Collected, validated, and analyzed requirements from multiple data pipelines to ensure accuracy.
- **Training & Development:** Conducted on-boarding sessions for new hires and created training guides/screen casts for process standardization.
- **Strategic Leadership:** Served on the Steering Committee, driving process improvements and strategic decision-making.
- **Stakeholder Reporting:** Delivered weekly and monthly reports & presentations summarizing key findings and actionable recommendations.
- **Data Visualization:** Organized and presented insights through charts and graphs for stakeholder review.

Research Analyst

Nov 2020–Mar 2023

Process – Knowledge Graph

- **Data Processing & Validation:** Maintained data ingestion into the internal Knowledge Graph database via manual or automated pipelines.
- **Data Cleaning & Analysis:** Filtered, cleaned, and resolved discrepancies using Excel, Google Sheets.
- **Quality Control:** Validated large datasets against guidelines, ensuring high data integrity.

Certifications

Lean Six Sigma Green Belt Certification

AIGPE (Advanced Innovation Group Pro Excellence) – Completed [April, 2025]

Certification ID: #ZSSGB121156913