

## Curriculum Vitae

**Vasant M. Desai**

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### **Professional Experience:**

**Currently employed as a Freelance Reviewer & Transcriber since March 2020.**

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Organization: **Crimson Interactive Pvt. Ltd.**

Duration: October 2012 – June 2019

Designation: Manager – Operations, Voxtab (since July 2018)

#### **- Responsibilities:**

- To manage in-house team of Team Lead, Lead Quality Analyst, Captioning Expert, Project Managers, Quality Analysts, and Transcribers
- To draw action plans, implement and review projects; organize resources for effective execution of operations
- To use resources to optimum level, take appropriate initiatives to strengthen the team and achieve higher targets and enhance the productivity
- To ensure client satisfaction, coordinate with clients on regular basis, build rapport to meet business goals
- To initiate new projects and advise management to explore new business opportunities
- To build confidence and trust among the team members to improve efficiency
- To conduct and implement training plans
- To review the management information system reports and take corrective actions
- To appraise performance of and recommend rewards for team members

Designation: Team Lead, Voxtab (January 2017 to July 2018)

Job Responsibilities (General Transcription):

#### **- Team Management:**

- Managing in-house team of quality analysts, transcribers, lead quality analyst, captioning expert, organize resources for effective execution of operations, ensure client satisfaction, delivering promised quality, performance appraisals, feedback mechanisms, and continuous improvements on team morale and bonding
- Monitoring of and strategic implementation for betterment of output quality (transcription accuracy) and to achieve optimum productivity (processed minutes)

#### **- Project Management:**

- Managing transcription and multilingual projects for various clients
- Work allocation to in-house team and vendors/freelance associates
- Organize, prioritize, and schedule time to accommodate work demands, deadlines, and commitments
- Project Management training to new Assistant Project Managers

#### **- Developments:**

- Daily-Weekly-Monthly Productivity Calculator
- Quarterly Bonus Structure for In-House Transcribers and Quality Analysts
- Freelancer/Vendor Grading-Incentivization-Penalization Policy
- Quality Management System (audits, feedback tracking, etc.)
- Independent Consultant Engagement Agreement
- Service Commitment Policy
- Transcription Software testing and live phase management, with IT-Dev Team

- Machine Learning – Transcription
- **Recruitment:**
  - \* External Associates:-
    - Source freelance candidates via various online portals, websites, and/or career forms
    - Sample allocation, evaluation, and selection of appropriate freelance candidates
    - Rate negotiation
    - Nondisclosure agreement and Contract documentations
  - \* Internal Members:-
    - Shortlist candidates after sample evaluation
    - Interview shortlisted candidates
    - Feedback to HR for further selection process
- **ISO (QMS/ISMS) Audits:**
  - Single-point-of-contact and auditee for ISO/ISMS audits
  - Manage and maintain process documentations (guidelines, procedures, templates, etc.)
- **Invoice Process:**
  - Monthly work details, invoice creation and costing for freelance and vendor associates

Designation: Lead Quality Analyst, Voxtab (July 2015 to December 2016)

Job Responsibilities (General Transcription):

- **Quality Management:**
  - Weekly and monthly quality audits (transcription accuracy) of in-house team members and freelance associates; feedback emails as per the output of the conducted audits

Designation: Associate Quality Analyst, Voxtab (October 2012 to June 2015)

Job Responsibilities (General Transcription):

- **Quality Check/Analysis | Transcription-Proofreading:**
  - Editing and/or transcribing general transcription reports, involving listening and reading to corresponding dictations consisting of various dictation styles, accents, and dialects and also recognizing, interpreting, and evaluating inconsistencies, discrepancies, and inaccuracies in reports
  - Complying with the rules governing client confidentiality at all times
  - Adhering to various client instructions, making necessary changes in the body and the header of the report (format, grammar, punctuation, etc.), and maintaining consistency throughout the report as per the required specifications
  - Using available appropriate references and other materials to complete the report with 99% accuracy

Organization: **Accu-Dat Transcription Services Pvt. Ltd**

Duration: May 2011 – October 2012 | Designation: Quality Analyst

Organization: **Heartland India Pvt. Ltd**

Duration: November 2007 - March 2011 | Designation: Quality Analyst (Home-Based)

Organization: **Spryance India Pvt. Ltd**

Duration: July 2005 - October 2007 | Designation: Medical Transcriptionist (Home-Based)

Organization: **CBay Remote Services Ltd**

Duration: January 2004 - September 2005 | Designation: Independent Medical Language Specialist

**Awards & Recognitions:**

- Performance Beyond Defined Role 2016, Crimson Interactive Pvt. Ltd.
- Service Excellence for 5 Years (Commitment award) 2018, Crimson Interactive Pvt. Ltd.

**Educational Qualifications:**

- B.Sc. in Physics, First Class, from Mumbai University through Ramnarain Ruia College in the year 2003
- H.S.C. in Science, First Class, from Maharashtra Board through N.E.S. Ratnam College in the year 2000
- S.S.C., First Class, from Maharashtra Board through Powai English High School in the year 1998

**Hobbies:**

Cooking, Driving, Music, Movies, and PC Gaming.

**Languages Known:**

English, Marathi, and Hindi.

**Date:** April 20, 2022

**Place:** Mumbai



(Vasant Desai)