



# VEENA KALGAGARI

TEAM LEAD

## CONTACT

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Ballari, Karnataka, India

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## EDUCATION

2010 - 2013

SARALA DEVI SATISH CHANDRA  
AGARWAL

- Bachelor of Arts

## SKILLS

- Project Management
- Sales Expertise
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

## CERTIFICATIONS

- Rewards & Recognition for being topper
- League of Extraordinary (LOE)

## LANGUAGES

- English
- Kannada
- Hindi
- Telugu

## CAREER OBJECTIVE

To secure a challenging and growth-oriented position where I can effectively apply my subject knowledge, communication skills, and leadership potential. I aim to contribute meaningfully to the organization's success while continuously learning, evolving, and achieving both personal and professional goals in alignment with the company's vision and long-term objectives.

## WORK EXPERIENCE

### Digitide Solutions Limited

2018 - PRESENT

Senior Team Leader

- Maintained accurate records of team operations and activities.
- Guided team members in handling complex issues and complaints.
- Allocated tasks based on individual skill sets.
- Built strong working relationships with staff and management.

### Tata Business Support Services

2014 - 2018

Executive

- Resolved customer complaints effectively while ensuring high service standards.
- Demonstrated strong telephone etiquette and professionalism.
- Handled difficult calls with patience and problem-solving skills.

### ARDS

2024 - 2025

Executive

- Utilized strong verbal communication to engage customers and identify their needs.
- Led initiatives to enhance customer service standards across the organization.

## KEY ACHIEVEMENTS & RECOGNITIONS

- Awarded Best Employee – Pan India.
- Earned multiple Client Appreciations.
- Led Nesting Handover Team for 1 year with 100% quality scores.
- Recognized by Management for achieving 72%+ targets consistently.