



# VEENA KALGAGARI

TEAM LEAD

## CONTACT

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## EDUCATION

2010 - 2013

SARALA DEVI SATISH CHANDRA  
AGARWAL

- Bachelor of Computer

## 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 obtain a dynamic and growth-driven role where I can leverage my subject expertise, strong communication abilities, and leadership qualities to drive meaningful impact. I aspire to be a valuable contributor to the organization's success by continuously learning, adapting, and aligning my personal and professional growth with the company's long-term vision and goals.

## 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

2013 - 2014

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.
- Every year in annual appraisal have been rated outstanding (5 rating)
- Managers location performance in absence of managers
- Been SPOC for critical parameters and took appreciation for maintaining the consistency performance