

# SREENU YADAVALLI

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**Phone:** 9042667411

**Address:** #1, Subhash Street, Meenakshi Amman Nagar, AlwarthiruNagar, Chennai – 600087.

**Email:** sreelaxme88@gmail.com

*A positive attitude to strive hard to succeed in an organization and take up all challenging tasks/assignments. Indeed to build a career with a leading corporate of hi-tech environment with committed & dedicated people, which will explore my potential fully and realize my talent to higher. Determination to excel in every activity/assignment and eager to reach the top level at short time.*

## EXPERIENCE

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### DBL Medias

April 2019 – Present

#### Media Planning & Execution

- Planning and Executing the Sale team orders
- Sending report to the client on TAT.
- Monitoring the executed work on weekly basis.
- Overall analysis of client data and send the consolidated data to immediate manager.

### Sutherland Global Services

November 2016 – September 2018

#### Technical Support Executive

##### Worked as Technical Support Executive for McAfee Antivirus product.

- Hardware specifications
- Product key activation
- Installation and Un-installation of product
- Support Period and Support Regions
- Updates and Upgrades
- Supported versions and End of Life
- Response Times
- Bug Fixing and Remote diagnostics
- Virus and Malware Awareness Programs

### Sutherland Global Services

November 2013 – November 2016

#### Quality Analyst

##### Worked as Quality Analyst for ICICI Bank Credit card payments.

- Auditing calls & providing feedbacks
- Publishing weekly & monthly Quality reports
- Conducting Quality Sessions for the teams regarding top defects / Updates
- Highlighting top defects to the SD team
- Conducting Refresher Training for the bottom performers
- Publishing Wall of Fame – Top performers
- Conducting calibration for SD and Quality Team
- Allocating calls to be audited in collaborative model
- Sending TNA report to Training team
- Taking calls (as part of SQMS initiative)
- Doing RCA for escalations received and publishing the report
- Co- coordinating with SD in times of Client Visits and getting the required calls and other data as per client request
- Providing data for ICICI external audits as and when required
- Conducting Quality Induction for NHT as and when required
- Preparing Client Dashboard for ICICI process

## Bhawar Sales Corporation

February 2012 – August 2013

### Branch Sales Operations

- A business affiliate of Procter & Gamble Hygiene and Health Care Limited/ Gillette India Limited,
- Handling data warehouse pertaining to sales/purchase of all consumer durables /accessories
- Well versed in SWING Software to generate sales/inventory data/ MIS Reporting
- Maintenance and supervision of computer hardware & networking issues related to LAN.

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## Reliance BPO Pvt Ltd.

September 2011 – January 2012

### Customer Service Associate

- Worked as Customer Service Associate for Reliance Prepaid & Postpaid customers.
- Handling incoming calls

## EDUCATION

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### Anna University

2011

B.E. Computer Science

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### St.John's Mat.Hr. Sec. school

2007

Higher Secondary

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### Good Shepherd Mat. School

2005

SSLC

## SKILLS

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- ★★★★★ Fast Learner
- ★★★★☆ Ability to Work Under Pressure
- ★★★★★ Customer Service
- ★★★★☆ Ability to Work in a Team
- ★★★★☆ Leadership Skills
- ★★★★☆ Excellent Communication Skills
- ★★★★☆ Knowledge of Banking Software
- ★★★★☆ Punctual
- ★★★★★ Customer Service Skills

## INTEREST & HOBBIES

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### Extra Curricular Activities :

Participated in many Extra curricular activities such as debugging, quiz and mocking interview held at college level.

Participated in intra college sports such as Cricket, carom board etc..

### Interest & Hobbies :

- Listening to music
- Playing Games
- Internet Surfing

## LANGUAGES

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English, Tamil, Telugu