

# MANTI ADARSH

## Sr Team Leader | SME

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### ACHIEVEMENTS

#### Process Streamlined

Recognized by management for developing comprehensive Business Requirement (BR) documents, resulting in significant optimization of call and email processes.

#### Employee of the Year

Awarded "Best Employee of the Year" in 2019 for outstanding performance as an SME, achieving over 40% conversion rate in sales, maintaining a 95% positive client review rate, and successfully mentoring new team members to achieve targets and enhance customer satisfaction (C-sat).

### SKILLS

Team Management. •  
Organisation strategies. •  
Performance Reporting. •  
DATA Visualizing (MS Excel & PPT) •  
Communication • Tool / Technology •  
Problem Solving • Tool / Technology •  
Decision Making skills •  
Working collaboratively

### SUMMARY

Desiring a team manager position at Teletext. Bringing excellent communication and interpersonal skills to be able to direct team members on the company's objectives and make them work towards its achievement. Hoping to secure a team manager position in an organization where my abilities will be maximized. And also to offer my skills to your company, especially in the field of sales & customer service to grasp the power to enhance my professional skill set by organizational objectives.

### EXPERIENCE

#### Sr Team Lead

01/2017 - Present

#### Teletext Pvt Ltd/Zen3 Info solutions

Hyderabad

- Versatile team manager of 20-25 sales & customer service associates within a call centre.
- Ability to manage multiple departments like social media, emails/chats, customer service and sales
- Monitored team performance and reported on metrics.
- Assisted management in the hiring process and new team member training.
- Suggested and organised team-building activities and rewarded accomplishments. Generated and shared comprehensive and detailed reports about team performance, mission-related objectives and deadlines.
- Monitored operations to ensure employees followed relevant procedures and worked towards defined Key Performance Indicator (KPI) targets.
- Maintained excellent employee relationships by cultivating supportive, positive and helpful working environment.

#### SME

Date period

#### Teletext Pvt Ltd/Zen3 Info Solutions

Location

- **Subject Matter Expertise (SME):** Provided in-depth knowledge and guidance to sales and customer service teams, ensuring high-quality service delivery and adherence to best practices.
- **Training and Mentoring:** Developed and delivered training programs for new staff, imparting product knowledge, sales techniques, and customer service skills to ensure rapid onboarding and performance excellence.  
**Floor Assistance:** Offered real-time support and guidance to frontline employees, resolving complex customer issues, and ensuring smooth operations during peak periods.  
**Escalation Handling:** Managed escalated customer calls effectively, addressing concerns promptly to mitigate customer dissatisfaction (C-sat) risks and uphold service level agreements.  
**Individual Contribution to Targets:** Played a pivotal role in achieving individual sales targets by leveraging expertise to close high-value deals and provide exceptional customer service experiences.  
**Process Improvement:** Identified inefficiencies in sales and customer service processes, proposing and implementing solutions that enhanced operational efficiency and customer satisfaction metrics.  
**Cross-functional Collaboration:** Collaborated with cross-functional teams including operations, training, and quality assurance to align strategies and improve overall team performance and customer experience.
- **Employee of the year:** "Received Best employee of the year" during the course as a SME .

## EXPERIENCE

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### Sr Operations Analyst

Date period

#### Teletext Pvt Ltd/Zen3 Info Solutions

Location

- Consistently met or exceeded sales targets as a Senior Business Analyst, leveraging analytical skills to identify opportunities and drive revenue growth.
- Received Trustpilot 4-star and 5-star reviews from customers, demonstrating exceptional service delivery and contributing to high C-SAT scores.
- Adopted a positive and customer-centric approach in handling escalations, contributing to customer retention and satisfaction metrics.
- Played a pivotal role in achieving team sales targets by providing strategic insights, mentoring team members, and fostering a collaborative work environment.
- Selected for an Educational Tour to Spain based on outstanding performance, highlighting leadership and contribution to organizational success.
- Maintained high call quality standards by adhering to established quality parameters and providing accurate and comprehensive information to customers.

### SSO

10/2015 - 03/2017

#### Amazon

Hyderabad

- Provide onboarding support to recruited sellers that build an automated integration with Amazon Marketplace Web Services.
- Handled customer concerns and escalated major issues to supervisor.
- Worked with Sellers to gather pain points in the listing process and educate them about the tools and processes which can make integrating easier.
- Specialized in sales communication between the company and many companies around the middle east and north countries.
- Maintained positive approach and supported my fellow mates.
- Ability to handle escalation calls, and ensuring that clients' needs are addressed to maintain client satisfaction, retention, and ongoing business.
- Engaged with sellers to better understand their needs and delivered excellent service.

### Meru/Uber

2014 - 2015

#### Associate

Hyderabad

- Provided top-tier customer support to Meru users, resolving inquiries and issues promptly to ensure a seamless experience
- Effectively handled escalated situations, demonstrating strong problem-solving skills and maintaining customer satisfaction.
- Contributed to operational efficiency by optimizing driver-partner and rider interactions, ensuring smooth transactions and service delivery.
- Utilized data analysis skills to identify trends and insights, enabling informed decision-making and process improvements.
- Collaborated with various teams including operations, marketing, and tech support to enhance service quality and customer experience.
- Participated in training programs to enhance knowledge of Meru services and operational procedures, ensuring consistent service delivery standards.

## EDUCATION

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### Bachelor of Commerce

#### GITAM University

Hyderabad

### MPC

#### Keshav Memoria Jr. College

Hyderabad

### Board of Secondary Education

#### Vasu Talent High School

Hyderabad