



# K R I T I K A T I W A R I

MBA (Operation Management)  
B.com (Commerce & Taxation)

## ■ EXPERIENCE

### 1. Inviolat Technologies LLP ( April 2023 - Present)

**Operations Manager - Sales and Client Acquisitions**

- Conducting market research to identify new business opportunities.
- Developing and executing acquisition strategies.
- Building relationships with potential acquisition targets.
- Coordinating with internal teams to ensure the successful integration of acquired companies.
- Creating new business opportunities & independently managing sales.
- Engaging with the key decision-makers to acquire business & manage their relationship.
- To generate leads along with the assigned team & Identify decision makers within targeted leads and initiate the sales process.
- Develop and optimize support and service processes, tools, and systems.
- Supervise the operations of after-sales teams to ensure set targets are met.
- Direct and coordinate the customer service operation of a team to ensure clients are tended appropriately in line with set customer service standards.

## ■ CONTACT

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## ■ CAREER OBJECTIVE

Accomplished operation managers with 5+ years of solid background in customer service and strategic planning with impeccable client services. I am seeking a job that provides exciting growth opportunities and at the same time allows me to utilize my skills and abilities to the fullest.

## ■ SKILLS & CERTIFICATION

- MS SQL Data Analysis, Power BI, and Tableau. Data Warehousing.
- Data Warehousing using ERwin Tool.
- Business Intelligence Architect Master Program.
- Microsoft Business Intelligence (MSBI), Azure Data Factory, Qlik Sense.
- Advanced Excel skills with efficiency in using V-Lookups, Pivots, Charts, Data interpretation, and Microsoft Office (Proficient).
- Experience with Technologies like ACD, IVR, CTI, and VoIP.
- Thorough understanding and working knowledge of SFDC and HubSpot.
- Business process and improvement, and Strategy Management.

## ■ PROFESSIONAL ACHIEVEMENTS

- Basic understanding of LEAN and Six Sigma Methodology.
- Teleperformance Operational Policies JUMP certified.

## 2. SENIOR MANAGER AT ICICI LOMBARD. June 2022 to March 2023

- Maintaining direct contact with the clients if needed, maintaining and managing excellent data regarding customers and their needs.
- Developing new insurance procedures with proficiency regarding recent market updates and communicating effectively with the team members.
- Engage in and improve the whole lifecycle of services - from inception and design, through to deployment, operation, and refinement.
- To follow and adhere to established Incident Management, Change Management, and Problem Management procedures.
- Maintaining contact and co-operation with the clients to discuss new policies, and ongoing issues, and providing necessary assistance.
- Maintaining necessary information and customer data through HubSpot.

## ADDITIONAL RESPONSIBILITIES -

- Business process study.
- Knowledge of fixed asset accounting, leases, capital requirements, and budget/cost management, Actuals to Budget, Actuals to Forecast, etc.
- Conference room pilot session
- Drafting business requirements and GAP documentation.
- Drafting strategic roadmap for the project.
- Examining the company's resource management and looking for ways to boost employee productivity.

## ■ EDUCATION

- Masters of Business Administration (MBA) in Operations Management Narsee Monji – Mumbai (2020-2022).
- Bachelors in Commerce (B.Com) – Commerce with Taxation from Mata Gujri College - Jabalpur (2010-13). (Affiliated to RDVV Madhya Pradesh)

### **3. Teleperformance DIBS – Indore May 2017 – September 2021**

**Designation: Assistant Manager (August 2019 – September 2021)**

**Process/Campaign Handled: Western Union Money Transfer.**

- Team Handling – (up to 40 members in a team).
- Managing Voice IVR, email, and chat LOBs for North America, Canada, and the Philippines.
- Drafting Strategic Roadmap for the Projects. Presenting business productivity reviews weekly, monthly, quarterly, and yearly.
- Driving clients-prescribed KPIs, meeting SLA, AHT, ACD, and ACW metrics and productivity of the campaign. Spearheaded daily staff meetings to identify improvement strategies, discuss policy updates, and facilitate open communication.

### **4. Designation: Customer Service Representative (May 2017- August 2019) Process/Campaign Handled: PROCTER & GAMBLE**

- Handled product-related complaints and queries received via Calls, Email, and Sprinklr Network (i.e., Facebook, Twitter, YouTube, Instagram, LinkedIn).
- Provided primary customer support to internal and external customers. Respond to customer requests for products, services, and company information.
- Liaise with customers, management, and sales team to better understand customer needs and recommend appropriate solutions.