

Mounika Nellutla

Process Specialist - Voice IOA Tech Customer Support



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Skilled Process Specialist with 5 year 10 months of experience helping businesses reach goals by maintaining the quality standards. Highly effective at taking on challenging tasks while maintaining quality and operational metrics. Exceptional skills and abilities developed in quality auditing, feedback documentation, quality analysis and reporting, team building and collaboration, training new bees on process and quality maintenance, client interactions, embracing failure and maintaining harmony across the team to grow collectively, time management.



Skills



Auditing

●●●●●
Excellent



Effective team handling skills

●●●●●
Excellent



Decision Making

●●●●●
Excellent



Team Building

●●●●●
Excellent



Planning and Co-ordination

●●●●●
Excellent



Self-Motivated

●●●●●
Excellent



Punctual

●●●●●
Excellent



Quality Trainer

●●●●●
Excellent



Audit process management

●●●●●
Excellent



Work History



Process Specialist - Voice

Cognizant, Hyderabad, Telangana

- Joined as **Process Specialist - Voice** for Cognizant Digital Business Ops in February 2022. Currently, I am working as a **Quality Analyst** for the IOA Tech Customer support team of 50+ members

2022-02 - Current

- As a Quality Analyst, I perform audits from various sources like Machine Learning post check, review external markdowns and I discuss errors real time with the agents on the floor to minimize them. I also clarify real-time doubts
- I conduct quality sessions and individual feedback sessions (1-0-1) to iterate the guidelines, policies and quality framework
- I also perform **Root Cause Analysis** (RCA) for the customer dissatisfaction (DSATs) received by agents as they impact the customer experience
- I handle the roles and responsibilities of both Subject Matter Expert (SME) and Team Lead (TL) in their absence and performed tasks like attendance tracking and approvals, daily productivity tracking, running strings, assigning and routing cases, conducting email, mock call and chat, live call and chat training sessions and assessments, nesting certifications to drive agents live into production
- I also train new bees regarding the process and quality guidelines
- I Collaborate with team to define business requirements for organizational processes, achieve productivity standards, and adhere to accuracy standards
- Determined and recommended methods to implement improvement opportunities
- Conducted training and applied change management to achieve desired outcomes

2021-04 - 2022-02

● **Process Developer**

Genpact, Hyderabad, Telangana

- I got promoted as a **Quality Analyst** (QA) in the month of March 2021. I handled a team of 31 members as a QA.
- As a Quality Analyst and Process Developer, I handled quality calls with the MSPs (Cognizant, Virtusa) and with the client (Google).
- Sharing quality report to the entire team on a daily basis. Running data analysis for quality development of the team, bottom quartile management (BQM).
- Real-time support, feedback huddles, identifying the bottom quartile agents and conducting sessions, conducting quality calls on-time, PKTs, auditing cases and more.
- I was also a Process & Quality Trainer for my workflow (Curated Formats) and I conducted nesting, ramp phases for agents.
- Followed implementation of new processes, collaborated with stakeholders and tracked progress

2018-07 - 2021-03

● **Process Associate**

Genpact, Hyderabad, Telangana

- Joined as an individual contributor in Google Account Recovery and developed myself with the skills needed to cope up with the process and guidelines.
- Promoted as a **Subject Matter Expert** (SME) in a period of 5 months for consistent and outstanding performance. Smoothly handled all the metrics of the team with top monthly ratings - **Exceeding Expectations** (EE).
- Later, based on business requirement, I was moved to Curated Formats and continued to work with the same pace. I got promoted as a **Quality Analyst** (QA) for my exceptional contribution to the process within 5 months.

Education



Bachelor of Technology: Electronics And Communication Engineering

Kakatiya University - Hanamkonda



Accomplishments

- I am one of the top 3 performers in monthly QA stack rankings for the year 2023-2024.
- Achieved 100% quality score from the Googlers by completing my quality audits with accuracy and efficiency.
- Documented and resolved the quality markdowns which led to increase in the team's quality percentage.
- I was rewarded with Bronze awards for outstanding performance with Exceeding Expectations (EE) consistently for the year 2021-2022.
- I Documented and resolved errors in quality which led to reduction in errors and achieving the quality targets.
- Supervised team of 50+ staff members.
- Achieved better quality scores through effectively helping with live monitoring of agents.
- Consistently driving the team to achieve the operational metrics as per the process without compromising on quality guidelines.



Languages

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|-----------|--------|------------------------------|
| • Telugu | ●●●●●● | Bilingual or Proficient (C2) |
| • Hindi | ●●●●●● | Bilingual or Proficient (C2) |
| • English | ●●●●●● | Bilingual or Proficient (C2) |