



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

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

EXPERIENCE

1. Inviolate 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.