

# Pooja T M

Senior Operations  
Coordinator

## Contact

### Address

Bengaluru, KA, 560097

### Phone

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## Skills

Project development and  
life cycle

Excellent

Work flow planning

Excellent

Supply chain distribution

Excellent

Risk analysis and  
management

Excellent

Management information  
systems

Excellent

Business planning

Very Good

Operations management

Excellent

Superb time management

Personable offering Over 18 years above of experience. Willing to go extra mile and treat customers with high levels Contact of respect for best-in-class service. Dedicated to reliability, resourcefulness and efficiency.

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Self-starting Operations Manager offering high-level experience in supervision of workover and completion operations. Adept at directing work of completion consultants and completion supervisors. Successful introducing lean manufacturing to increase productivity and cut costs of completion. Well organized, attentive to detail and vigilant in achieving safety and environmental impact reduction objectives.

## Work History

2021-09 -  
Current

### Senior Operations Coordinator

Acko, Bengaluru, Karnataka

- Handling Vendor management which facilitate and maintain relationships between our organization and vendors
- Devised processes to boost long-term business success and increase profit levels.
- Spearheaded department training for appraisals of new components.
- Collaborated with process owners to refine procedures, devise best practices and correct quality audit findings.
- Reviewed shift reports to understand current numbers and trends.
- Identified and resolved unauthorized, unsafe or ineffective practices.
- Planned and resourced personnel and logistics for operations component exercises resulting in highly trained personnel ready to act quickly in critical roles.
- Investigated and resolved departmental non-conformances.
- Directed initiatives to achieve regulatory compliance, foster good manufacturing practices and meet component quality standards.

skills	Excellent
Staff Management	Excellent
Google sheet	Excellent
Analyst	Excellent

## Languages

Kannada	Excellent
English	Excellent
Hindi	Excellent

2016-08 -  
2021-05

- Helped build and review master service agreements for work eligibility.
- Assessed supplier quality to maintain tight cost controls and maximize business operational performance.
- Taken responsibilities as acting Shift In charge to handle team

## Human Resources Operations Coordinator

*Social Mojo, Bengaluru, KA*

- Directed job fairs to bring in local talent for long term and seasonal positions.
- Assisted with recruitment process by posting job ads, filtering applications, scheduling interviews, assisting in interview process and drafting offer letters.
- Maintained human resources information system and kept employee files up to date and accurate.
- Addressed and resolved general payroll-related inquires.
- Conducted background checks on candidates by obtaining information from law enforcement officials, previous employers and references.
- Completed employee employment verifications and unemployment paperwork prior to hire or termination.
- Reviewed human resources paperwork for accuracy and completeness.
- Updated presentation and accompanying documents for compensation committee quarterly review.
- Captured key feedback from employees during exit interviews.
- Counseled managers and employees regarding company policies, procedures and workplace issues.
- Completed background and reference checks to facilitate hiring and onboarding of employees.
- Supported HR functions with emphasis on record keeping, data entry and general HR tasks.
- Implemented tracking database for employee professional development, licensure renewal credits and renewal deadlines.
- Collaborated with curriculum coordinator on annual

updates of staff handbook.

- Supported human resources staff with new hire orientations and monthly departmental meetings.
- Edited job position announcements before authorizing post.
- Reviewed and corrected job offer letters for completeness and accuracy before approving delivery.
- Coordinated meetings, developed meeting content and presented human resources law updates.
- Assisted management staff in annual year-end processes and data audits.
- Coordinated company training and compiled training reports and communication to support compliance with corporate requirements.
- Handled immigration-related issues for each business unit.
- Sent notices to employees and subcontractors regarding expiring documentation.

2014-09 -  
2016-06

### **Senior Customer Service Associate**

*HiPower Support Center Pvt Ltd, Bengaluru, Karnataka*

- Listened to customers' questions and concerns to
- Skills provide answers or responses
- Handled emails and calls to resolve customer
- Customer Relations Concerns
- Handled chat with US Clients to resolve escalated
- Excellent emails
- CRM Assisting and supporting team in achieving their
- Excellent targets
- Handled client calls once in an week for update on
- International sales Support weekly reports
- Excellent Ensuring the KPLS are meeting the agreed SLAS and process fairs as per client expectations
- Complaint resolution Maintaining & ensuring stringent adherence to
- Very Good quality standards, identifying gaps and opportunities
- Creative problem solving Assessing the customer feedback, evaluating areas
- Very Good of improvements & providing critical

feedback to the associates on improvements and achieving

- Administrative support higher customer satisfaction metrics.
- Resolved customer service issues using company processes and policies and provided updates to customers

2012-11 -  
2014-04

## **Senior Customer Service Officer**

*Convergys, AT&T, Bengaluru, Karnataka*

- Very Good Responded to Customer inquiries and queries to provide thorough and speedy resolutions
- Recordkeeping strengths Provided excellent customer service by efficiently
- Very Good resolving issues and responding to inquiries
- Helping the customer to avail the benefits and new
- Training development offers to there Account aptitude Customize the package as per the customers need
- Excellent Retaining the customer by offering additional benefits
- Professional telephone
- Ensure that all customer escalations and complaints demeanor are managed to excellent professional standards
- Very Good

2011-11 -  
2012-11

## **Senior Executive**

*AegisITPL, Bengaluru, Karnataka*

- Aligned organizational objectives with company
- Zendesk mission, increasing revenue, profit and business
- Very Good growth by collaboratively developing integrated strategies
- Responded fo overseas cUstomers issue over the
- Languages telephone
- Helping a customer in order to place any Hrder till the order gets delivered nglsh
- Excellent
- Communicating with the transport facility and make
- Hindi Sure customer receives the product on time

- Guiding the customer to get the proper contact
- Excellent with the technical experts for the further services
- Kannada Taking care of the replacement of the system under the policy of company
- Excellent

2007-07 -  
2011-01

## **Senior Officer - SAP**

*ICFAI University, Bengaluru, Karnataka*

- A team of students
- Assist student individually or in group with developing academic career and personal or social skills goals and business plans
- Consultant and collaborate effectively with parents/guardians regarding students with identifiable concerns and needs
- Deliver presentations for enquiry generation and admissions. Had Liaison with school/college authorities to conduct group presentation and collect data
- Counsel, inform, educate, student / parents about various courses offered and guide them to join various courses
- Used coordination and planning skills to achieve results according to schedule.

2006-01 -  
2007-06

## **Sales Coordinator**

*Reliance Life Insurance Company, Bengaluru*

- Kept detailed records of sales and customer information in CRM software, updating database regularly to maintain top-notch service
- Handled customer inquiries by staying up-to-date on market and industry trends and finding unique solutions to issues
- Set up appointments with potential and current customers to promote new products and services
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions
- Researched local markets to identify and flesh out lists of new leads for sales team follow-up
- Forged and nurtured impactful relationships with

- Customers to cultivate loyalty.
- Deployed and assessed strategies for retaining customers and maximizing account servicing opportunities to promote revenue consistency

2004-04 -  
2005-12

## Customer Support Executive

*24/7 Customer, Bengaluru, KA*

- Educated customers on promotional options, sales policies and methods for obtaining desired results from company offerings.
- Resolved concerns with products or services to help with retention and drive sales.
- Assisted call-in customers with questions and orders.
- Contacted potential customers to capitalize on sales opportunities.
- Emphasized product specifications to meet customer needs.
- Verified delivery schedules and processes.
- Cultivated and strengthened account relationships to achieve and exceed company targets.

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## Education

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1997-06 -  
1998-03

### SSLC

*KVS High School - Davangere*

1998-06 -  
2000-04

### P U

*Mothiveerappa College - Davangere*