

SHRUTHI KANAIYA

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I am an enthusiastic, honest and a hard-working person with good communication skills. A mature team worker and confident working independently. I have a creative mind and am always up for challenges. I am flexible regarding working hours and able to work a range of shifts.

EXPERIENCE

JAN 2020 – CURRENT

CUSTOMER SERVICE MANAGER

ONEPLUS INDIA

- Trained and regularly mentored associates on performance-oriented strategies and customer service techniques.
- Set OKRs and SMART goals for the team as per the company's Key Performance Indicators (KPI).
- Plan and implement team size and span, shift and skill set utilization and regular monitoring of the process to remain compliant with the budget and pricing.
- Ensure compliance to the Key Performance Indicators (KPI) set by the company and document case studies, exceptions taken etc. in order to capture and maintain the best practices followed.
- To monitor daily dashboard and conduct daily huddles to prioritize and set an action plan for the day, weekly SLA reviews, provide guidance and support to the team.
- To keep the performance standards high, daily call monitoring and providing feedback to the team members.
- Responsible to handle front end escalations and Pan India escalations over calls and emails.

JUNE 2017 – JAN 2020

PROCESS DEVELOPER

GENPACT INDIA PVT. LTD. (US/UK PROCESS)

- Assist business users in resolving issues/queries related to SAP - Ariba tool.
- Managing the end to end PR (Purchase Requisition) to PO (Purchase Order) activities.
- Handling Post PO queries and support customer queries.
- Lead on-boarding of new suppliers (Vendor Management) and ensure correct transition with adherence to the company policies.
- Monitor status of incoming inventory, assessed customer needs, and expedite products based on priority.
- Some of the activities include PR creation, PO modification, approval flow changes, invoice reconciliation, vendor setup, feedback sessions, maintaining records/trackers.

- Developing and implementing policies, procedures, workflow processes, strategic objectives to increase operational efficiencies and profitability.

JAN 2016 – JUNE 2017

CUSTOMER SERVICE REPRESENTATIVE

HSBC ELECTRONIC DATA PROCESSING INDIA PVT. LTD. (UK BANKING PROCESS)

- Managed large amount of incoming calls for an International voice process - UK banking process.
- Resolved customer issues, queries, and complaints. Handled escalations directly from customers and internal partners.
- Executed customer transactions, including deposits, withdrawals, money orders and checks.
- Identified sales opportunities and referred customers to financial services suiting their requirement.
- Developed rapport with the customer base by handling difficult issues with professionalism maintaining first contact resolution.
- Cultivated strong business relationship with customers to drive business development.
- To ensure quality and provide appropriate resolution to improve customer satisfaction

EDUCATION

AIRCRAFT MAINTENANCE ENGINEERING

ANDHRA PRADESH AVIATION ACADEMY

SRI CHAITANYA JUNIOR KALASALA

INTERMEDIATE

ST. PETER'S MODEL SCHOOL

S.S.C

SKILLS

- | | |
|--------------------------------------------------|-----------------------------------|
| • Strong communication skills | • Time management and reliability |
| • Quick learner and detail oriented | • Empathetic and patient |
| • Relationship/stakeholder management | • Leadership qualities |
| • Team worker and ability to work under pressure | • Adaptability and creativity |

ACCOMPLISHMENTS

OnePlus India:

- Basis my performance, selected for a new project during probation period.

- Within the tenure of 6 months, nominated as a trainer for new joiners in Customer Service and R&D team.
- Introduced a monthly incentive/appraisal process that resulted in improved productivity and quality.

Genpact:

- Received Individual Excellence award within 3 months of joining the team.
- Awarded as an Individual Extra Miler across the team for good quality and productivity.
- Selected as an HR catalyst to keep the team engaged within the process and manage the floor by performing various floor engagement activities.

HSBC Data Processing India Pvt. LTD.:

- Received 90% Customer Satisfaction (CSAT) score out of 300 teams across the process. The call was played across all the teams in the process and set as an example for CSAT training.
- Basis my performance, I was given an opportunity to monitor calls and carry out quality checks, within the team. Also, mentor new joiners.
- Received several customer compliments for resolving their queries/issues