Narayana Ravi Kiran

Team Lead

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SUMMARY

Dedicated and results-driven Team Lead with over 12.8 of experience in The Banking, BPO, and Talent Acquisition industries. Proven track record of effectively leading and motivating teams to achieve project milestones and exceed performance goals. Skilled in fostering a collaborative work environment that promotes innovation and continuous improvement. Excellent communication and interpersonal abilities, adept at building strong relationships with team members, stakeholders, and clients. Demonstrated the ability to manage multiple priorities while focusing on quality and efficiency. Passionate about driving team success and delivering exceptional results.

SKILLS

- Effective Communication Skills
- Empathy and Emotional Intelligence
- Problem-Solving Abilities
- Adaptability and Flexibility
- Strong Decision-Making Skills
- Leadership

WORK EXPERIENCE

Ascendion Engineering Private Limited, Hyderabad (Remote)

Senior Executive   Jan'2023-Apr'2024

- Managed a team of 10 members and assigned account-specific responsibilities on a daily basis.
- Collaborated closely with the Delivery Team to identify new demands and oversee all project execution-related operational matters, such as invoicing, contract renewals, SOW & pricing exercises for new deals/amendments, timesheet management, HWF/TWF/WF Management, etc.
- Coordinated with the Talent Acquisition Team to facilitate recruitment and hiring of new employees for the team.
- Tracked and maintained dashboards with a high level of accuracy to monitor team performance and project progress.
- Chaired semi-weekly/weekly calls with stakeholders and ensured accurate documentation of meeting minutes (MOMs) and status reports.
- Served as the primary point of contact for all operational inquiries, issues, and concerns within the team.
- Drove and supported business decisions and ensured compliance with company policies and procedures.
- Developed and implemented new processes and procedures to enhance operational efficiency and streamline workflows.
- Demonstrated a proven ability to work collaboratively with team members and other stakeholders.
- Exhibited excellent communication and time management skills to effectively lead and manage the team's operations.

NTC Softech India Pvt Ltd, Hyderabad (Remote)

Team Lead   **May 2021 – Dec 2022**

- Lead by example to demonstrate the highest standards of ethical behaviour in the workplace.
- Managed a team of 33 associates and ensured that all key performance metrics were met and exceeded as per the set SLA.
- Queue Management: Took care of five different queues in the process.
- Analysed and solved problems through collaboration with technical and non-technical teams to arrive at the right solutions.
- Demonstrated the ability to work under pressure and in ambiguous situations.
- Monitored daily operations, made necessary course corrections, and strictly adhered to SOPs.
- Conducted resource planning to achieve set objectives, including team selection and recruitment.
- Drove and enabled the team to achieve goals.
- Managed stakeholder relationships, including clients, on-ground teams, and project stakeholders.
- Communicated promptly with the leadership team and ensured clarity on all objectives to complete the work.
- Met and exceeded team and departmental expectations for accuracy and productivity.
- Managed team productivity and quality to meet assigned targets.
- Planned cross training within the team as per process requirements.
- Managed team inventory and coordinated day and night shifts.
- Consolidated information from different sources to determine daily load plan requirements for the facility, adjusted, and executed accordingly.
- Allocated labour from various sources, led meetings, and directed and assigned job duties to FTEs.
- Conducted in-depth problem solving in all areas to ensure the success and continuous improvement of operations.
- Took care of core processes and daily goals and made recommendations to improve performance.
- Performed administrative duties and additional functions as needed and determined by management.
- Demonstrated strong leadership capabilities and people management skills.

Wells Fargo India Solutions Pvt Ltd, Hyderabad (Onsite)

Loan Document Specialist - 3   **Oct 2011 – Mar 2021**

- Managed a team of approximately 15 customer service representatives and ensured that all key performance metrics, as per the client SLA, are met and exceeded.
- Operated as a key contributor to the team, setting standard work, auditing standard work, and improving standard work while problem solving. transformed day-to-day functioning/administrative work, including production floor management.
- Transformed the identification of Compliance/Operational risks and strategic development of controls needed to mitigate those risks, as well as overseeing the development processes needed to ensure that controls are effective and sustainable.
- Enhanced Risk Governance and Monitoring of the risk control framework. Maintained and updated various MIS reports on a daily/weekly/monthly basis.
- Transformed work allocation and updated training manuals. Provided production support to the US Mortgage Title Insurance team process. Previously extended production support to RENO Draw, Contractor Validation, and Fulfilment Advanced Support Team. All these processes fit into the loan cycle process, i.e., before pre-underwriting.
- Coached and mentored fellow/new team members.
- Connected with LOB Partners, understood updates, and cascaded them to team members.
- Collaborated with team members and other colleagues in respective workplaces/zones.
- Prioritized work and completed tasks with minimal supervision. Responsible for identifying anomalies in the process

EDUCATION

Bachelor of Engineering in Computer Science, 2003

Sri Krishnadevaraya University, Anantapur, Andhra Pradesh.

CERTIFICATIONS

- ITIL V3 Foundation Course
- Shorthand English Lower 30 WPM

LANGUAGES

- English
- Telugu
- Hindi
- Kannada