

Subhashree Priyadarshini Bagha

Mobile: 9886018695

E-Mail: Subhashree.icet1@gmail.com

B3-305, Mahaveer Ranches, Hosa Road Junction

Bangalore - 560102

OBJECTIVE

A career in customer service, sales, and Retail business that provides opportunities for personal & professional development as well as to contribute organizations effectiveness in order to take company to its best position wherever I work.

EXPERIENCE SUMMARY:

- A professional with over 9+ years of rich experience in Retail, sales and customer service.
- Have good experience in team handling, training and management.
- Area handle process audit, customer lifecycle management, partner management. Handling
- Appellate Escalation and Responsible for Resolving Complex Customer Escalation & build productive relationship to win customer loyalty
- SLA Adherence - 97% for postpaid complaints with less than 3% Repeat SR
- Ensure Marketing collaterals are available at all Retail Touchpoints includes Newsletters, Flyers, Fact sheets, press releases and Tariff Plan Brochures in COCO & FOFO.
- Having experience on process automation and innovation.
- Have good experience on store Profit & Loss management, infra management
- Experience on handling SME and SOHO Business
- Core strength are on team management and empowering people.
- Played a key role in improving CSAT position from 3 to 1 maintained CSAT at position 1 for 5 consecutive
- Steered efforts in creating a knowledge portal that would help front-end give accurate information to customer
- Monitored team of Process Auditors for audit processes as per defined frequency & ensure the ATR closure happens as per target date defined to improve the average compliance score of the circle

WORK EXPERIENCE:

1. Current Employer

Name	:	VI (Vodafone Idea Limited)
Department	:	Customer Service
Designation	:	Response & Resolution Lead in Karnataka
Duration of Work	:	Jan 2022 to till date

Key Responsibilities:

- Streamlining processes to facilitate achievement of organizational objectives and profitability
- Monitoring & controlling projects with respect to cost, resource deployment, time overruns and quality compliance to ensure
- Steering efforts in enhancing operational risk and compliance of delivery organization aimed at elevating client satisfaction and
- Handling Appellate Escalation and Responsible for Resolving Complex Customer Escalation & build productive relationship to win customer loyalty

- SLA Adherence - 97% for postpaid complaints with less than 3% Repeat SR
- Tele-verification & RHD for on the on-call resolution for Walk-in customer escalations at all touch points
- Provide complete Support for VI Sales team on customer complaints
- Ensure Marketing collaterals are available at all Retail Touchpoints includes Newsletters, Flyers, Fact sheets, press releases and Tariff Plan Brochures in COCO & FOFO
- Specialized in handling corporate Escalations & Retention
- Conducting team huddles, provide audit feedback in Identify process gaps and run improvement plans for Call center vendors.
- MIS - Preparing dashboards, analysis, reports & presentations.

Awards:

- Rockstar Awards for best digital conversion @Karnataka circle.

2. Previous Employer

Name	:	VI (Vodafone Idea Limited)
Department	:	VI Store
Designation	:	Store Manager
Duration of Work	:	February 2016 to December 2021

Key Responsibilities:

- Maintaining store standard and process
- Responsible for 100% layout adherence.
- Ensure the TARGET vs. ACHIEVEMENT above budget for MTD and YTD.
- Ensure the service level is better than other competitor.
- Entailed high quality low cost. Responsible for store P&L
- Handling high profile customer.
- Giving training to executive in term of high level customer service.
- Visiting all SME account monthly once.
- Building relationship with different corporate company.
- Putting innovative ideas to increase business.
- Daily team briefing to motivate staffs.
- Ensure mystery audit score above 90%

Awards:

- Best store manager 6th time in row 2016 to 2021.
- Play bold awards for best postpaid sales.
- Play bold award for best you broad band sales
- Vi excellence award for best store manager (Q2 2021)

3. Previous Employer

Name	:	Lifestyle International (P) Ltd
Department	:	Oasis, Bangalore
Designation	:	Assistant Concept Manager
Duration of Work	:	June 2014 to February 2016

Key Responsibilities:

- Maintaining store standard and process
- Responsible for 100% layout adherence.
- Ensure the TGT vs. ACH above budget for MTD and YTD.
- Following MGD to providing better customer service experience.
- Maintaining inventory level as per DC.
- Preparing stock trending report to keep FMS available.
- Daily GC for all private label and national brand.
- Product feedback to buyer, merchandiser and TCM.

- Handling team of 24 members.
- Responsible for season launch VM training and regular feedback for improving performance.
- Daily team briefing to motivate staffs.

EDUCATIONAL QUALIFICATIONS

- Completed MBA in MARKETING & HR from BIITM College, Bhubaneswar (From 2012-2014)
- Graduate in SCIENCE from UN COLLEGE OF SC & TECH, in 2012.
- 12th (C.H.S.E. Board, Odisha) from Ramachandi College of sc & tech in 2009.
- 10th (B.S.E., Odisha) from Amareswar High School, Puri in 2007.

PROJECT DETAILS

Title	:	Customer Retention, Performance of Ladies Western Wear
Company Name	:	MAX FASHION
Project Place	:	Bhubaneswar
Role	:	Management Trainee
Duration	:	October 2013 to November 2013

Project description:

This project focuses on the satisfaction level of customer, how much they are loyal to the store, how Green card loyalty program helps to retain customer, to measure the performance of ladies western department.

RESEARCH PROJECT (MBA)

Title	:	Concept of Retailing
Project Place	:	Bhubaneswar
Role	:	Management Trainee
Duration	:	January 2013 to February 2013

Project Description:

To do a complete research about the perception of customer about retail store, how retail store and its offers affect their purchasing decision, how they take their purchasing decisions.

PERSONALITY TRAITS:

- A good event manager.
- Dynamic & Smart working
- Excellent team member.

KEY ACHIEVMENT:

Best team for shrinkage control. Best solution for Barcode tagging.

DECLARATION:

I hereby declare that the information furnished above is true, complete and correct to the best of my knowledge and belief.

Place: Bangalore

Subhashree Priyadarshini Bagha