

GAJULA VINAY KUMAR

Address : 3-6-54-1, Near Girls High School,
Pulivendula, Kadapa(D),
Andhra Pradesh, Pincode:516390

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Career Objective:

To work in a challenging environment, where I can contribute myself in the growth of your esteemed organization and improve my knowledge in this ever-growing field.

Education:

Qualification	University/Board	School/College	Year of passing	Percentage %
10 th Standard	SSC (A.P State Board)	Ravindra Bharathi School, Tirupati	2010	60%
12 th Standard	Intermediate (A.P State Board)	Sri Chaitanya Educational Institutions, Tirupati	2013	66%
BTech (CSE)	Annamalai University	Annamalai University, Chidambaram, Tamilnadu	2017	70%

Professional Experience:1 Year (2 Months)

Organization Name : IIFL (India Infoline Financial services company)09th June 2017– 03th Aug 2018

Professional Experience:2 Years (22 Days)

Organization Name : Cogent E Services Pvt Ltd (BPO)07th Aug 2018 – 29th Aug 2020

Professional Experience:1 Years 10 Months

Organization Name : Tele Performance (Loan Recovery Process for SBI & KOTAK) 24st Jun 2021 – 09th Apr 2023

Team Leader (Operations):

Roles and Responsibilities Tata sky:

- Responsible for the 25 Agents 100 % productivity on daily basis.
- Control of absenteeism's.
- Taking care of Command system (RTM) to reduce the ACHT and increasing the CPA.
- More focused on reducing the attrition count.
- Motivating the agents to achieve the productivity.
- Focusing on Quality parameters, auditing calls on weekly bases, taking part in call calibrations.
- Daily review with the team members on the individual performance
- Reporting performance on a weekly basis to Asst manager
- Internal co-ordination with manager
- Analyzing data and providing feedback.

Add-On Responsibilities:

- + Command system was taken care by this team, ACHT came to control effectively.
- + Hourly wise all the statistic reports were flashed to all the team leaders and managers.
- + Highlighting the loopholes and correcting in real time Bases.
- + Customers long on pending complaints were escalated to the clients and get it resolved, ASAP.
- + Have also received company and client appreciations on this.
- + Process related all the reports were flashed to the clients and internal within the given time
- + Real time Dip-stick analysis on call offered was sharing with clients.
- + Ensuring employees keep up their productivity and maintain high levels of customer satisfaction
- + Ensuring Top End Tech and innovative initiatives are implemented as adopted by peers in the industry
- + Inclusion of new age tech in CC operations.
- + Conducting ideating sessions and devising new journeys through garages and meetings
- + Monitoring journeys are redesigned in accordance with current requirement
- + Ensuring digital adoption drive for integration of INB/YONO with Contact Centre operations
- + Achievement of project milestones and adherence to timelines
- + Monitoring / ensuring collaboration among various stakeholders
- + Manage forecast results by providing feedback, input and reporting to develop more scientific and accurate forecasting methodology

Personal Qualities:

- Fast learner with the ability to learn new technologies
- Self-motivated team player.
- Able to plan, determine and tackle the critical task.
- Able to work in both, Independent & team environment.
- Target oriented person.
- Discharge duties with commitment and sincerity.

Personal Details:

Father's Name	: G Subbarayudu
Mother's Name	: G Vijaya Lakshmi
Date of Birth	: 10-12-1995
Languages Known	: English,Telugu
Nationality	: Indian
Technical Knowledge	: Basic Computer, Microsoft Office, Excel & Power point.
Hobbies	: Playing Cricket, Listening to Music, Playing Puzzle, Browsing.

Declaration:

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

Place: Pulivendula

G Vinay Kumar

