

P. Shilpa Bharadwaj

Flat No 303, Door No 1-5-878/2/1,
Go Green Parimi Heights Old Alwal, Secunderabad

Mobile Number: 8886863336

Email ID: shilpagandhasiri@gmail.com

Objective

Seeking assignments in Customer Relationship Management with an organization of repute that will fully utilize my potential and technical skills and help me reach higher echelons.

Profile

Highly energetic and result oriented professional possessing hands on experience in Customer Support/ Retention, Training, Team Handling understanding of emerging trends with focus on delivering business solutions; Persuasive communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management; highly ethical, trustworthy and discreet;

- ❖ Eyeing on customer satisfaction measurement and management to ensure world class service experience.
- ❖ Maintaining relationship with key Accounts and internal customers.
- ❖ Achieving service parameters through coordinating with Sales, Accounts & technical service teams and resolving the customer complaints within SLA
- ❖ Identifying the process gaps and formulating the standard operational procedure.
- ❖ Training and implementing SOP to the agencies for better performance in QRC and retentions
- ❖ Proven & outstanding performance with hands on experience in complaint with a good track of successes in customer service delivery by achieving Six Sigma Yellow Belt Certification

Skills Summary

Customer Support
Report Preparation
Team Building
General Office Skills

Computer Savvy
Scheduling
Marketing & Sales
Retention & Key Account
Management

Accounting/Bookkeeping
Leadership
Professional Presentations
Time Management

Professional Experience**VERIFACTS SERVICES INDIA PVT.LTD as Branch Manager (MAY 2022 to till date)**

Handling entire Branch Operation verticals which includes corporate Sales

- 1.Service and Quality Sale
- 2.Operational Excellence
- 3.Business Development
- 4.Collections

Responsibilities:

- Managing all operational aspects including distribution operations, customer service, human resources, administration, and sales
- Monitoring of all the day to day activities
- Reviewing of the performances of the team members, daily reports, MIS, etc.
- Attending high level meetings and cascading the required information within the team

- Assess local market conditions and identify current and prospective sales opportunities
- Develop forecasts, financial objectives, and business plans
- Meet goals and metrics
- Managing Conducting Pre background checks for the new recruits at the client place
- Making sure the checks are allocated to the respective teams for verification
- Ensuring document sufficiency for timely initiation of background verification.
- Follow up with the respective team to ensure that checks are completed with the agreed TAT(Turn Around Time)
- Meeting clients for monthly or quarterly basis and Preparing MOM for the same

RENTOKIL INITIAL HYGIENE INITIAL SERVICES PVT LTD as Branch Manager (August 2020 to July 2021)

Handling entire Branch Operation verticals which includes corporate Sales

- 1.Service and Quality Sale
- 2.Operational Excellence
- 3.Business Development
- 4.Collections

Responsibilities:

- Direct all operational aspects including distribution operations, customer service, human resources, administration, and sales
- Assess local market conditions and identify current and prospective sales opportunities
- Develop forecasts, financial objectives, and business plans
- Meet goals and metrics
- Manage budget and allocate funds appropriately
- Bring out the best of branch's personnel by providing training, coaching, development, and motivation
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities
- Share knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs
- Address customer and employee satisfaction issues promptly
- Adhere to high ethical standards, and comply with all regulations/applicable laws
- Network to improve the presence and reputation of the branch and company
- Stay abreast of competing markets and provide reports on market movement and penetration

ATRIA CONVERGENCE TECHNOLOGIES PVT. LTD (ACT)

(BEAM TELECOM PVT Ltd) as Assistant Manager (July 2015 to July 2020)

Handling entire Branch Operation verticals which includes

- CAF Management
- New Installations & Shifting
- Complaint Management
- Collections
- Nodal Desk/Customer care/Customer Walk in
- Material Management

Responsibilities:

- Need to Ensure all CAF are filled as per DOT Standard
- Accurate documentation needs to be done
- To ensure proper Order entry done with minimal errors
- All CAF's should login on the same day of Sale & Shifting

- Accurate forecasting of the Materials needs to be done to complete new installations
- Ensure New Installations are completed as per the TAT given to the customers
- Ensure to meet gross average time < 1day for Installations
- Ensure to do follow-up of Pending cases
- Ensure to Meet the SLA (Service Level Agreement) for customer Complaint.
- Ensure to meet gross average resolution time
- Ensure to maintain Repeat complaints less than 5%
- Hold responsible to maintain Complaints per Sub (CPS) <3%
- Responsible for quality of resolution to be given to the customers
- Handle all customer Escalations
- Ensure all reconnection request are closed within the TAT
- Ensure to retain customer by solving their Problems
- Hold responsible for Target of ARPU and convert customers to Fixed Term plans
- Responsible for 95% shifting to be done within the timelines
- Ensure to touch base collection Portfolio
- Ensure Branch meets required feasibility targets on monthly basis
- Ensure Revenue enhancement to the company
- Upgrade ARPU of the customer to increase Revenue growth through Fixed Term plans
- Ensure Customer care mails are reverted within the TAT with resolution
- Nodal Escalations are handled with at most care and ensure to give Permanent resolution

MACH MOBILE SOLUTIONS - SR EXECUTIVE – (FINANCIAL CLEARING)

OCT'10 –APR'13

Responsibilities

- Responsible for financial related issues and escalations of Corporate clients and resolving their complaints within TAT
- Responsible for overall FCH (Financial Clearing House) and QRC process
- Responsible for KPI adherence for all FCH process.
- Handling 450 clients across the globe and responsible for financial clearing of roaming.
- Handling team (Collection) and responsible for Escalations and feedback process for agents performance reports and retaining the clients
- Handling quality analysis in terms of call audits and feedback process for the FCH team

BHARTI AIRTEL SERVICES LTD - TEAM LEAD – CUSTOMER EXPERIENCE

SEP'07 –OCT'10

At Bharti I am responsible for customer satisfaction measurement and management, customer acquisition to installations

Having put about 4 years of experience in business lifecycle & process, I had the opportunity to explore to the most competitive telecom market, when I had to establish Bharti Airtel, My role is representing the brand as well & coordinating with internal and external customers. Once the reach is stabilized and the systems and processes were in place I continued my quest of attaining and exceeding service parameters.

My major responsibilities apart from lifecycle management in the above role are listed as under

Responsibilities:

- Responsible for billing related complaints and escalations of Corporate Customers and Collections Responsible for overall QRC (Query Resolution Cell).

- Responsible for SLA adherence for all customer care processes.
- Handling Customer letters & mails WCC (Written Communication Cell) and ensure proper resolution is given through emails.
- Handling agencies (Collection) and responsible for Escalations and feedback process for agents performance reports and responsible to resolve all the customer complaints of the agency within the TAT
- Handling quality analysis in terms of call audits and feedback process for the Billing team.
- Responsible for Bad debts, collections and churn for complete corporate base AP
- Handling entire corporate process of Retentions and collections additionally of data customers of AP territory.

Achievements:

- ♦ Received golden Award and stood as topper for H1 for corporate process Recognition for providing major analysis to reduce Complaints of DSL and completed Six Sigma Yellow belt Project
- ♦ Won the Passion Award for retaining the customers consecutively for 4 months.
- ♦ Received Best Performance Award for Quarter 3 in 2008.
- ♦ Received Best Performance Quarterly award for maintaining 95% SLA and <6 %
- ♦ Repeats on overall south hub for making AP as No.1 for Corporate QRC Process.

BHARTI AIRTEL LTD - OFFICER CUSTOMER CARE

MAY'05 – APR'09 (QUERY RESOLUTION CELL)

Responsibilities:

- Providing effective Quality closures of Customer complaints & Request.
- Handling overall Technical support issue with Quality closers.
- Handling escalation & coordinating with concern department.
- Shift supervision & Call queue management.
- Handling Walk in customers and providing end to end resolutions.

Achievements:

- ♦ Handled individually all the key responsibilities of Customer Care unit.
- ♦ Appreciated by GM, Customer sends a Delight mail for solving his complaint
- ♦ Recognized by the V.P operations of A.P circle for reducing the overall resolution TAT from 4 hours to less than 60 mins. And sustaining the same under 2 hours for corporate related complaints on data
- ♦ Received appreciation for Customer Win Back Retention for months consistently for 4 Months.

Education

Pursuing MBA from Narsee Monjee Institute of Management Studies
Bachelor of Commerce from Madras University

IT Skills

Windows, M.S Office 2007, Excel, Power Point

Personal Details

Date of Birth	:	2nd April 1982
Marital Status	:	Married
Languages Known	:	Telugu, Hindi & English