

# RESUME

**V.G MONIKA**

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## Brief Profile

### Summary:

- **Key Skills:** Team handling, Work force management, Work Allocation, Resource Management, Coaching and Feedback,, Auditing, Mentoring, Brainstorming.
- B.Com Computers from Dravidian University
- HTML, CSS, JAVA SCRIPT
- C, C++

## Career Objective:

To work in an atmosphere where I can contribute my knowledge and skill positively towards organizational goals and to enhance my learning's. To pursue a challenging career involving my technical, analytical and interpersonal skills to give an outstanding performance to the organization with utmost dedication and commitment to the mission and vision of the team and the organization.

## Experience summary:

Organization	Period
CONCENTRIX	Aug 2017 to Dec 2018
INFOSYS	June 2019 to Aug 2022

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### ✓ Senior Process Associate, Infosys BPM Limited

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- Coaching team of 20 Customer Service Associates.
  - Day to Day Monitoring and Adherence to Client agreed compliances.
  - Team huddle - Regular discussion with team mates to identify issues and chalk out action plan to minimize risk.
  - DSAT, Error Analysis and Handling Escalations.
  - Monitor team performance and give Coaching and feedback to minimize fatal and nonfatal errors by ensuring 100% compliance to process guideline.
  - Bottom quintile management- Chalking performance improvement and action plans for under performers.
  - Quality audits, call calibration and documenting the feedback.
  - Preparing weekly and daily performance reports to analyze focus areas and address Knowledge Gaps to enhance team performance.
  - Live remote call barge and side barge with advisor to improve their process knowledge and customer service skills.
  - Handle floor escalation calls related to queries on Demand cases such as TDS/TCS/AT/SAT which included follow up with internal teams to ensure resolution to avoid repeat calls.
  - Handle customer complaints and get back to them with accurate resolution to ensure customer.
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- ✓ **Process Associate, Infosys BPM Limited, Bangalore**

#### **Escalation Helpdesk**

- Handle escalation calls related to queries on Demand cases such as TDS/TCS/AT/SAT which included follow up with internal teams to ensure resolution to avoid repeat calls.
- Handle customer complaints and get back to them with accurate resolution to ensure customer delight.
- Analyzing of incorrect complaint Logs and share feedback to advisor
- Maintain customer confidence and protects operations by keeping information confidential

#### **Inbound Calls**

- Respond to queries, providing quality service to customers regarding the status of their return.
- Listen to customer, needs to ensure positive customer experience.
- Effectively and efficiently managed high-volume inbound calls.
- Addressed and resolved customer complaints empathically.

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- ✓ **Process Associate, Concentrix, Bangalore**

#### **Inbound Calls**

- Respond to queries, providing quality service to customers regarding the status of their return.
- Identifying chronic customer issues by creating and maintaining customer complaint log.

#### **Academic Summary:**

Qualification	Institute	University/Board	Percentage	Year of Passing
B.Com Computers	Dravidian University	Dravidian University	76	2017
Intermediate	Sri Chaithanya Jr College	Board of Intermediate	75	2008
SSC	Chaithnya EM High School	Board of Secondary Education	76	2006

#### **Process Improvement**

- Assist Process for improvement on Customer satisfaction% by designing the C-Sat report.
- Done changes in ticket management tools application to minimize agent error.
- Established the new ITBA AO helpdesk for Assessing officer's across India and stabilized the process.

#### **Reward and Recognition:**

- Got Spot Award twice.
  - Got I-Star Award in 2020.
  - Received many appreciations from customers and clients
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### Training and Certification:

- Mile stone 2.0 (Personality Development)
- Certified Transaction monitoring (Quality)
- Presentation skills (Client facing)
- Business Communication (Mentoring and client interaction)
- Customer orientation
- Cultural sensitivity
- Design Thinking
- CS 100, 200 and 300 certifications (Customer service)
- IT 100 and 200 - Indian Income tax (Direct taxes)

### Strengths:

- Highly motivated, positive, and goal-oriented professional.
- A proactive, fast learner with quick decision-making capability.
- A strong team player with multi-tasking abilities.
- An effective communicator with functional relationship building skills
- Good logical and creative thinking ability, decision making capability
- Good at taking initiative which would better the process efficiency
- Adaptable to any environment

### Hobbies:

- Gardening
- Animal Care

### Personal Details:

Name: V.G. Monika Venkata Prasanna  
Date of birth: 05-01-1991  
Father's Name: V.G. Durvasulu  
Nationality: Indian  
Sex: Female  
Languages Proficiency: English, Hindi, Telugu and Kannada

### Declaration:

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date: 26/04/2023  
Place: Bangalore

Thanks,  
V.G. Monika Venkata

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