# SAI BHAVANA NADELLA

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## Executive Summary:

A self-initiated and extremely motivated professional willing to work in a fast-paced environment that helps in developing key skills and in turn contribute towards the growth of the Organization. Highly customer focused with significant experience in resolving customer issues and offer solutions.

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## Work Experience:

***Dell Technologies,*** Hyderabad
Sales Operations Specialist, Sales Operations (April 2021- March 2023)

- Take up incidents and cases from various business teams on Service now and resolving them on SLA timelines.
- Providing logic, workflow and troubleshooting the issue to the users
- Handling escalations on P1 priority, solving repetitive issues and educating the user on the manual flows.
- Identifying the defects and bugs in the tool and closely working with IT and raising the defects in Jira.
- Testing the tool DSA (Dell Sales Application) every day in order to rectify the issues in the early stage and provide the alternate steps to the sales to use the tool at ease and see that the revenue of the sales is not impacted.
- Keeping ourselves updated regarding the changes with the tool.
- Working with the Order Processing team and Handling GCM holds for Canada & US.
- Handling multiple accounts and maintaining a bridge with sales teams and customers to fulfill the orders with ease.
- Working for Large Enterprise (LE) Dell customers and processing complex commercial order holds with great accuracy.
- Resolving the hold issues on GCM for both online and offline orders.
- Completing the volumes on agreed timelines.
- Carry out day to day duties accurately and efficiently.
- Quickly learning new skills and apply them to daily tasks, improving efficiency and productivity.
- Perform duties in accordance with applicable standards, policies, and regulatory guidelines to promote efficient working environment.

### Sutherland Global Services, Hyderabad
Customer Service Executive – (October 2019 - April 2021)

- Working for a leading North American Transportation Client which operates in 644 cities in the US & 12 cities in Canada.
- Top performer within the team with highest CSAT for last 2 Quarters across all the verticals
- Assisting new hires and help them ramping up quickly and enabling the team to be the top performing team across the process.
- Excellent communicator with ability to identify, develop and enhance critical to business requirements.
- Provide key insights regarding training gaps and process inefficiencies.
- Handle complaints with ease and see tasks through completion.
- Validating and issuing process coupons, discounts, and gift vouchers for the loyalty customers

### Awards:
- *Client Award for topping all the key KPI (Repeat Contact Rate, Quality, AHT, CSAT) – Q4' 2020*
- *Best Performer award on Quality metrics- 2022- 23*

### Infor India Pvt Ltd. Hyderabad
Associate Quality Assurance Analyst (Jan 2019 - May2019)

- Creation & Performing test cases using Infor Test Case Manager tool & Jira.
- Experience in creating reusable blocks required for creating test cases.
- Integrated Testing of LN-AE, LN-PCL etc. as a part of LNCS testing
- Evaluated performance & performed stabilization of automated test scripts.
- Experienced in regression testing on the ResRent application of Hertz Company
- Worked on End to End Purchase Order Flow created manual and automated test cases

### Bharat Electronics Limited. Hyderabad
Engineering – Internship (Dec 2017 – April 2018)

- Designed various functionalities of the developed systems for the GIS-Geo tools.
- Designed map analysis for the ESM system Deployment.
- Created various modules of Plan for EW Systems, Open GIS system Configuration, GEO Tracking Tools and Deployment Plan
- Performed manual testing on all the modules.

### EDUCATION:
- Computer Science Engineering and Management (2014-2018)

**CERTIFICATIONS**
- Certification course on python programming
- Business English Certificates, Cambridge University