



# Premila V

Srivari Nivas No 989 13th Cross 3rd Block HBR Layout Bangalore 43  
9886801824 | premila.vishnu@gmail.com

## OBJECTIVE

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To work for an organization which provides me the opportunity to improve my skills and knowledge to growth along with the organization objective.

## EXPERIENCE

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2010 -  
2022

- **Team Leader**

Aegis customer support services private limited

I was associated with Aegis customer support services private limited since 2010. I started as Criminal Background Researcher for US applicants who were applying for job . Through my commitment and focus within a short span of time I moved up as an Assistant Team Lead, through the organization successfully managing various roles & responsibilities during my tenure. I had a challenging stakeholder to manage in my role as an Team Leader , which I did adroitly. This opportunity also gave me a strong platform to develop and prune my stakeholder relationship management skills.

Based on my proven record within the line of business and given the business requirement, I was been promoted to my current role. Through the years, I have shown great flexibility in supporting the business needs across the various Client locations by managing various LOBs .

### Responsibility as Lead .

- Managed Multiple LOBs
- Have Handled around 30 + team members
- Mentoring and providing quick refresher and huddles when needed
- Training new hires about the process, auditing transactions, providing regular coaching and feedback
- Managed Attendance Report for the process for 500 + employees
- Acted as SPOC for clients Reports like publishing SOD , EOD and working on Priority Products by validating the closure .

### People Management and Performance Management.

- Having the connect with the team members to make them feel my presence.
- Showing the empathy towards the employee who are facing tough professional and personal issues.
- Having two way communications with team for better understanding of challenges.
- Conducting the reward and recognition within the team to achieve monthly targets.
- Career guidance of the employee for future opportunities in the organization.
- Setting personal and professional goals.
- Sharing feedback and coaching efficiently.
- Reviewing the performance everyweek.

EDUCATION

- 2010
- **Bcom**  
St Anne's First Grade Womens College
- 2007
- **PUC**  
St Anne's First Grade Womens College
- 2005
- **SSLC**  
Goodwill Girls High School

SKILLS

• Strong and effective organizational, communication skills. • Ability to adapt to changing business priorities and multi-task effectively. • Leadership Ability and Good People Management Skills. . Advanced in MS Excel



ACHIEVEMENTS & AWARDS

- Received couple of appreciation emails from on-shore counterparts for job done • Received Best Team leader • Have received 'Top Performer' , 'Star Performer' , 'Overall Performer' for my performance .

INTERESTS

- . Art and Craft . Pot painting . Sketches

LANGUAGES

- English , Hindi , Kannada ,Tamil