

RESUME

SIRANI SAJIYA

 +91 9606205890

 Sajiya109@gmail.com

SUMMARY:

Experienced in Billings and soft collections

Experienced in Educational sector and in Banking process

Worked on BQ- Performers

Focused on maximizing scalable operations to increase bottom- line profitability

Connected with the team to organize in a systematic manner

Motivated individual team membes with business acumen and willingness to take on challenging roles

Hardworking employee with cx service, multi tasking and time managing abilities to enhance in giving ever cx a positive experience.

Skills:

- ✓ Operations Management
- ✓ Project planning
- ✓ Customer relations
- ✓ Problem solving and analytical skills
- ✓ Innovation and creativity skills
- ✓ Being flexible to work
- ✓ Work under high volumes

Experience: Group -Team Lead Operations

Cogent - e services Ltd

- ✓ Delegating the tasks and set te deadlines to the team member
- ✓ Assigning the work to the team members
- ✓ Monitoring the progress of the project
- ✓ Evaluating team's performance on a daily basis
- ✓ Creating an inspiring team & open for the feedback's on a daily basis.
- ✓ Handling a team size of 20 members and maintaining positive and productive atmosphere to enhance employee experience.
- ✓ Experienced in Educational sector and Banking process.
- ✓ Maintaining Shrinkage and ATTR
- ✓ Auditing the calls as per BAU
- ✓ Handling the Escalation calls
- ✓ Sharing the prediction report on a daily basis.
- ✓ Being a part of QBR and meetings
- ✓ Sharing the suggestions for process improvement on a weekly basis

Team Lead:

Agon IT solutions Ltd

Manage BAU, Drive team to achieve SLA's, Maintain Quality effective.

Production and provide EOD Report to the management.

Plan & execute Daily, weekly & monthly targets to the team

Conduct Daily Huddle to share volume, Timelines & challenges in the team

Handle escalations, disputed calls, Tracking Errors, client meetings, HR Connects and monthly reviews

Preparation of Metrics, Capacity Utilization & Leave Tracker to analyze the resources productivity

Train new joiners, Refresher Training and conduct knowledge sharing sessions in timely manner to minimize process gap in the team

Handle outbound/ inbound calls on weekly basis to ensure Real Time Processing challenges

Operations Executive Billings and Collections:

perations Executive Billings and Collections

Process : BNPL - Buy Now Pay Later

Responsible for answering client-

- ✓ FLIPKART Billing and collections-Revenue/order to cash inquires of the customers through phone/chat and email.
- ✓ Maintaining Revenue Team external customer email, responding to customer and other external queries in a timely manner and onboard customers to Flipkart internal billing and collections functions , ensuring that is completed in a timely and accurate manner, minimizing re bills, credits, client/ customer of billing discrepancies and issues and track payment information.
- ✓ Participating in external and internal audits as required.
- ✓ Work on high aged escalations as a part of specialist team by working on Tickets with cross functional teams on high priority issues
- ✓ Ensure customer queries are replied to within SLA
- ✓ Having problem solving and strong analytical skills.

Responsibilities:

- ✓ Handling OUTBOUND calls for Billing & collections
- ✓ Escalation, Dispute, high bucket calls, Gateway Payments & any issues while making payments
- ✓ Act as a SPOC for resolving Tech issues & resolving queries
- ✓ Assist in preparation of Team's Quality Report, shift adherence, call data – no.'s calls attended by individual and segregate them as connected Non connected calls, submit EOD Report to Team Lead on daily basis
- ✓ Monitored external and internal service providers.
- ✓ Handling Adhoc work in the absence of Team Members & high volume days

Education Details:

Graduated in B.com - Rayalaseema University

Diploma in Electrical & Electronics Engg CMJ University

Board of Secondary Education AP

Achievements:

- ✓ Best Performer of the Quarter received twice in R&R Competition
- ✓ Best Employee Support Award for Training New Entrants & constant support in the team
- ✓ Appreciation mails received from the cx for the high cx satisfaction ratings.

Personal profile:

Name : Sirani Sajiya

DOB: 19- Aug-91

Marital Status: Married

Languages: English, Hindi, Telugu Kannada (Manageable)

Hobbies: Acrylic Painting, Shopping,Crafts making

Address:

#35 2d Main Road,Kodicikkanaalli, BTM Layout 4th stage

Bangalore-560076

Declaration:

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

Place: Bangalore

SIRANI SAIYA