

# Himabindu Savali

## Team Lead

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### Objective

Ability to Communicate, Motivate, Inspire and Built trust among people. Capacity to recognize and respect the Beliefs, Cultures, Traditions and Position of others. Strong Human Relations and Public Speaking Skills.

### Professional Summary

- Overall 9 Years of experience as Team Lead and SME/Quality Analyst & Trainer for various projects.
- Experienced in managing larger teams and growing teams to overcome challenges and work together for the growth of the project assigned.
- Ensuring the project has smooth and effective operations.
- Communicates effectively at all levels with clients and colleagues alike and thrives on responsibility and challenge.

### Skills:

- Operations Management
- Quality and improvement
- Training and Development
- Data Analysis
- Friendly and Outgoing

### Work Experience

A Team Leader working with **Wipro** since **May 2020** to date.

### Responsibilities

## Wipro

### Team Leader:

- Offering 3+ years of cross-functional experience in the areas of Operations Management and Content Classification polices. As a Team leader managed 20-member team in Content moderator project.
- A strategic planner with proficiency in streamlining processes, and defining continuous improvement processes.
- Possess an ability to perceive multiple aspects of a situation and arrive at a rational decision to conquer obstacles.
- Weekly meetings with clients about targets, quality, policy changes.
- Recognized as a proactive individual who can rapidly identify and solve problems, and implement effective strategies in challenging environments.
- Recognized and rewarded as Leading edge every quarter within project.

- An Out-of-the-Box thinker with a flair for identifying & adopting emerging trends & addressing industry requirements to achieve organizational objectives.

#### Work Experience

*A Process Specialist (SME/QA) from **July 2018 to April 2020** worked in **Cognizant***

#### Responsibilities

### Cognizant

Process specialist (SME)/ Quality Analyst:

- Audit quality queue jobs to maintain bring the queue up to date.
- Trained the new batches.
- Share quality observations and work towards improvement areas to maintain desired quality level
- Identifying knowledge gap & resolve by conducting sessions, quiz and constructive one on one feedbacks to improve quality of the allotted teams
- Share updates from the client with the aligned teams
- Ability to handle a team while working on multiple assignments simultaneously
- Conducting PKT, floor support, analyze highest & least error contributors and give appreciation and feedback accordingly

#### Work Experience

*A Process Developer & Process Escalation Specialist of **5years** experience worked in **Genpact** from September 2012 to October 2017.*

#### Project: Synchrony financial bank

**Client:** Lowes, American eagle, Chevron Texaco, Amazon, Conoco, Phillip 66 & 77, Men's Ware house, Gap, Rewards of sporting goods & Marvels.

**Environment:** FDR, WORKSTATION.

**Roles:** Process Escalation Specialist.

**Description:** Synchrony financial bank is a Consumer financial services company headquartered in STAMFORD, CONNECTICUT, UNITED STATES. Synchrony is the largest provider of PRIVATE LABEL CREDIT CARDS in U.S. In 2014, the company comprised 42 percent of private label credit cards. The clients are Lowes, American eagle, Chevron Texaco, Amazon, Conoco, Phillip 66 & 77, Men's Warehouse, and Gap, Rewards of sporting goods & Marvels.

#### Professional Summary /Responsibilities

- A Process Developer & Process Escalation Specialist have 5years of experience in Voice & Non-Voice area.
- Interacted with Business Users and Client on the new SOP's pertaining to process
- Experience in handling Escalation and Sup calls from Off shore prospective
- Played as SME(subject matter expert) Lead Role in handling a team of 4 members

- Ability to handle a team of new hires while working on multiple assignments simultaneously
- Training the new members in the team and getting them productive quickly

#### Responsibilities:

- Providing customer service and understanding the needs of the client.
- Communicate with Debtors by telephone for Retail card collections on behalf of Synchrony financials, associated with Client like Lowes, American eagle, Chevron Texaco, Amazon, Conoco, Phillip 66 & 77, Men's Ware house, Gap, Rewards of sporting goods & Marvels.
- Collecting Payments on calls by advising debtors of the possible consequences of non-payments
- Reporting activities like fraudulent A/c, Disputes of Purchases, Bankruptcy, Debt Management Agencies to concerned Departments.
- Investigate and adjusting the misapplied payments arrears in the portfolio and code Debtor appropriately in order to determine following collection process steps.
- Identify quality adjustment requests complete documentation packages and utilize company underwriting guidelines to approve or reject the request
- To study the functionality and business process changes and suggest necessary actions to be taken and training to be provided to the team members.
- Training the new employees in the voice process as well as in the technicalities of the product to provide support to customers.
- Making calls to the customer after generation of their first bill.

#### Academia

- **Master of Business Administration (Finance) at MallaReddy Institution of Management**
- **Bachelor of Commerce Degree** from Bhavan's Vivekananda of Science, Humanities & Commerce
- **Intermediate** from Ratna Junior College
- **SSC** from Holy Mother Co-Education High School

#### Achievements

- Spot Award for handling new batch, training the new batch and consistent performer for exhibiting Wipro Values.
- Spotlight Award for being consistent performer and for exhibiting Cognizant Values.
- Multiple Bronze Awards for being consistent performer and for exhibiting Genpact Values.
- Silver Award for Outstanding Call Quality in Genpact.

#### Training Attended

- Certified in TTT (Train the Trainer) on Facilitation skills.
- Knowledge of voice modulation.
- Voice process trainings.
- Product Knowledge.

#### Personal Details

**Father Name:** Vittal Savali  
**Mother Name:** Indumathi Savali  
**Marital Status:** Single

**DOB:** 21-Oct-1989

**Languages known:** English, Hindi, Telugu

**Address:** 5-12-42/1, Mangapuram colony, H.B.colony, Moula-ali, Hyderabad-40.