

Vemulawada Ravali

+91 8309971769

ravali.vemulawada197@gmail.com

Summary

Experienced professional with a strong background in customer care, boasting 4 years of dedicated service. Currently serving as a Team Leader, adept at leading and motivating teams to deliver exceptional customer experiences. Known for effective problem-solving, communication, and leadership skills, with a proven track record of driving customer satisfaction and team performance.

Skills

Problem Solving	Leadership	Team Management	Shift Management	Client Management
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Education Qualifications

Field	School / College	Location	Date / Year
Computer Science & Engineering	ACE Engineering College	Hyderabad	May 2018
Computer Engineering	SGM Polytechnic Govt. College	Hyderabad	Apr 2015
SSC	Govt. High School	Hyderabad	Apr 2012

Professional Experience

Open Mind Services Limited – June 2019 to September 2023

➤ *Job responsibilities – Team Leader – Customer Care*

- Efficiently rostered and managed agents to meet process requirements, ensuring optimal workflow.
- Conducted training, provided guidance, and assigned tasks to agents based on their capabilities, enhancing team performance.
- Effectively managed leave requests, maintaining smooth workflow, and preventing disruptions.
- Delivered daily and other required reports to the client, ensuring transparency and accountability.
- Led employee training programs focused on lead conversion, resulting in improved performance.

➤ *Key Achievements (June 2019 to present)*

- Cultivated open and professional relationships with team members, facilitating quick issue resolution.
- Fostered strong customer relationships through a positive attitude and attentive responses.
- Organized weekly team meetings to keep team members informed about company updates

- Collaborated with the team to identify areas for improvement, devising effective solutions based on findings.

➤ *Projects Handled (June 2019 to present)*

- Care Multi Speciality Hospitals
- Rainbow Children's Hospitals & Birthright By Rainbow

Strengths:

- Effective delegation skills
- Commitment to work
- Problem solving
- Effective Time Management
- Customer Service

Personal Details

- Marital Status - Unmarried
- Religion - Hindu
- Languages - English, Telugu & Hindi
- Hobbies - Listening to music, Watching TV, Cooking

I certify that the information provided above is accurate to the best of my knowledge, and I accept full responsibility for its correctness.

Place – Hyderabad