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Professional Experience

Previous Employer

Company: Global logistic (Global logic Waymo Process)

Designation: Team leader

Work experience: 1 year 4 months (25 Jan 2022 to 06 April 2023)

Job Profile:

- Joined Global logic in January 2022 as a Team Lead handling Team. As a team leader, I have handled the Waymo team & Core ML with an average size of 30.
- I am taking care of projects and allocate work to agents.
- Publishing quality reports, team efficiency and providing training on new updates.
- Share status reports with business leaders for review on a period basis. • Sharing feedback to the team on a regular basis on the queues they had doing and also based on their individual Quality scores.
- Giving the shadow sessions and refreshers for the client-product area team and supporting new joiners to understand the process.
- Identifying the areas of improvement and providing timely feedback in order to regularize the performance.
- Grooming the team for SME roles in order to progress in their career. • Support process improvements which guide innovation development.
- Identifying observation on projects and sharing Area of improvements on projects to Clients.

Previous Employer

Company: Tele performance Pvt. Ltd for a process of Axis Bank Ltd

Designation: Team leader

Duration: 7 years (March 2015 till November 2021)

Job Profile:

- Joined Tele performance Pvt Ltd in March 2015 as a Digital Officer handling outbound customer calls pitching for Bank's products. Post which, promoted as a Team leader in January 2016
- As a team leader, I have handled an outbound calling team with an average size of 30.
- Am responsible for upsell and cross sell of Credit card upgrade, CPP, Instant loan, EMI, Life and General insurance sales to the existing customers • In case of a new customer, we convincing the customer to open an online digital account and then pitch for General insurance
- As a TL in OCC, I am responsible for the performance of the team members to achieve their KRA parameters there by to enhance the performance of the team and align them to organizational goals
- Sharing feedback to the team on regular basis on the calls they had handled and also based on their individual Quality scores
- Maintaining performance reports of every individual in the team • Identifying the areas of improvement and providing timely feedback in order to regularize the performance
- Grooming the team for leadership role in order to progress in their career • Tracking on Rejection and Cancellation data of the credit card and GI customers and conducting service recovery for those cases to understand their concern for canceling the sale.

Previous Employer

Company: Vodafone

Designation: Store Executive

Duration: 3 years 6 months (July 2011 till February 2015)

Job Profile:

- First point contact with the customer in the branch providing customer service and product information
- Custodian for Deliverables, Managing Issues for walk-in customers and Cross-Sell of products & services & enhancing relationship with existing customers
- Achieve sales targets and providing Customer service
- Generation of referrals from internal database and to achieve fee collection target for the month

- Responsible for handling a team of 15-20 Telesales. Audit requirement on the call quality and process quality are adhered
- To ensure productivity per caller is maintained and maintain log sheets and ensure accuracy
- To maintain online TAT of products. Previous Employer

Company: Magus Customer Dialogue

Designation: Senior Executive

Duration: 4 years (November 2008 till May 2011)

Job profile

- Creating and maintaining reports in excel that allows the organization to get information on daily business activities
- Maintaining dialer Data, Preparing Individual and consolidated weekly performance reports
- Preparing weekly performance reports Agents/SME/TL wise
- Preparing weekly client reports for Departmental Heads which represents both operational and customer metrics
- Tracking login Deviance reports and updating to Operations
- Maintaining Attendance Report – roster for all process
- Collecting and Consolidating Head count data for all processes and preparing Attrition reports for every week
- Preparing PowerPoint presentation for monthly reviews

Achievements:

- Promoted as a Team leader within 8 Months in Tele performance • Best Team leader Award in OLYMPICS -1 received from the MD and CEO of Axis Bank
- Best quality award in Vodafone Store
- Best quality score in Magus

Educational Qualification

- B. Com Graduate from Indian Virtual University for Peace and Education • Intermediate from ICPEM higher grade qualification, Bangalore • SSC from Board of secondary Education, Andhra Pradesh

Personal Information

Date of Birth: 09 March 1985

Marital Status: Unmarried

Languages Known: Telugu, English and Hindi

Strengths: Communication Skills and Self motivated

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

(Aruna Kumari D)