

Vanaja Mangapally

Plot No 204 Defence colony, Sainikpuri, Secunderabad

Phone: 9490307846 **Email** vanaja.mangapalli@gmail.com

Vanaja Mangapally

Team Developer

BA Continuum Solutions India Pvt. Ltd

Respected Sir/Madam

I am submitting herewith my resume for your perusal and favorable consideration for position vacant in your organization.

Review of my credentials will indicate that I am offering **over 8 years** of pioneering success with Managerial expertise for clients in Delivering Optimal Results and Business Value across High-growth Environment.

I am an innovative thinker, able to apply analysis and creativity to problem solving. I am a highly personable, self-motivated and diligent individual with flexibility to adapt to new situations. Driven by high energy levels and technical competence I am confident of making visible contributions to company's growth and profitability objectives.

A tour through my enclosed resume shall take you through the details and I am confident, in my credentials, you would find a perfect fit for the said job. Thank you for sparing your time.

I would appreciate the chance to meet with you in person to discuss as to how I could be a vital part of your organization.

Thanking you in anticipation.

Yours sincerely

Vanaja Mangapally

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29-1502/2/3 Kakatiya Nagar, Neredmet, Secunderabad

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Migrations, Operations, People management, Risk & Compliance, Metric and inventory management, Training & Quality and operational excellence:

8.5 years' of rich experience in delivering optimal results & business value in high-growth environments

PROFESSIONAL EXPERIENCE

BA Continuum Solutions Pvt Ltd.

15th Dec 2008 - 25th Aug 2017

Quality Analyst/ Part time trainer

PROCESS -

Data Transmission Services – Bank of America provides a platform for file transmissions between the bank business units and the clients around the world. We support both inbound and outbound file transmission through various protocols. We help clients over the phone, email and chat.

Key Responsibilities

- Updating process maps on Aries
 - Monitoring and auditing cases and providing timely feedback to the associates.
 - Creating process SOP's
 - Played a key role in setting up a sister site in Gurugram
 - Creating training plans
 - Getting access for new hires with after proper approvals from management
 - Process training the new hires, creating a training plan and help them move from bridge period to production associates.
 - Updating the questionnaire and getting the quality scores of the associates
 - Creating training and quality reports on weekly basis and reporting the same to the senior management
 - Assisting live associates with their queries on the process
 - Procedure review with line of business and updating the procedure portal accordingly.
 - Connecting with line of business and discussing gaps in the process
 - Conducting weekly calibrations to make sure operations and quality are on the same page
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Key highlights

- Top performer in the process.
 - Won many Gold, silver and Bronze awards
 - Received recognitions for developing a project which contributed to time saving of the process.
 - Elected as a member of “Community of Practice”, which focused on improvising the process procedures and practices.
 - Played a key role in transition of the process from USA to HYD and GGN
 - Was selected to be a part of the corporate audit of the process and came out was successfully audit with no findings
 - Worked as a risk spoc and made sure risk policies are followed in the team.
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EDUCATIONAL CREDENTIALS

- ***10th Standard / Secondary School Certification*** ***1999***
Raghunatha Model High School, Hyderabad, Andhra Pradesh, India
- ***10+2 / Intermediate*** ***2001***
 - From Sree Vani Junior College, Hyderabad, Andhra Pradesh, India
- ***B.Com(Computers)*** ***2008***
 - Samatha Degree College, Hyderabad, Andhra Pradesh, India

Trainings Attended

New Manager Induction (NMI) • Performance Management • New Manager Foundation (NMF) • People Management • Stepping Up of Management • Goal Setting • Integrity Training • New Manager Transitions • Time Management • Managing Upward • Delegating • Writing Skills • Innovation and Creativity • Finance Essentials • Decision Making • Negotiating • Virtual Teams • Green Belt Training

Personal Details

First Name : Vanaja Mangapally

Date of Birth : 15-06-1984

Gender : Female

Marital Status : Married

Nationality : Indian

No of children : 2