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Bangalore, 560029

SKILLS

- Communication skills
- Problem-solving
- Loan Operations
- Operational Excellence
- Digital Finance
- SLA Management
- Ticketing
- Service Management
- Machine and tool maintenance
- Ticketing
- Client Satisfaction
- Quality Standards
- Flexibility
- Emotional Intelligence
- Team work

Nayuni Udayasree

SUMMARY STATEMENT:

Adaptable [**Operational Support**] with extensive experience providing first class results. Meets job demands and deadlines through diligent work-ethic and dedication to quality. To seek the challenging avenues where knowledge, experience, and skills matches with organizations growth and manage, handle different skills and creative ideas which helps me to optimally use the resources, to continue for the achievement of organization goal and better career prospect.

WORK HISTORY:

APRIL 2021 – CURRENT

MENTORING/OPERATION ASSOCIATE AT BYJU'S THE LEARNING APP

An experienced **Mentoring/Operations Support specialist** having 2-years Diverse Experience in **Supply Chain & Digital Finance** well versed in using Office tools, with CRM platforms such as, Lead Squared, Lead Management system, Fresh-Desk, Order-Hive, Operation Management System, Ameyo, Sales Force. Desires To Bring Expertise to Dynamic, Growth-Oriented Position, Whilst Impacting my Learning Curve.

- Guiding the students every day to ensure that to students are using the application at least half hour per day by giving frequent calls, sharing the study plans discussing the progress with parents and students.
- As per applicants giving the daily follow-up's the student to ensure that there is improvement in the particular subject.
- Resolving the small technical errors in application and helping to resolve the doubts for the students
- Sharing the progress report of the student on monthly basis to applicants mail ID's.
- Responsible taken to maintain the good Quality not to get any escalations of Leads by maximum 5% error.
- Identified the fake orders to maintain the reputation to organization.
- Maintained and achieved the targets by doing maximum 500-600 Lead conversions in a month as well as talk time of 40:00:00hrs.
- Strong ability to establish and maintain internal and external relationships across teams and levels of organization.

EDUCATION AND TRAINING:

Master of Business

Administration:

Madanapalle Institute of
Technology and Science/
Madanapalle, September 2020

Bachelor of Science//MSCs / Math's, Statistics and

Computer Science Gnanambica
Degree college/ Madanapalle SV
University June 2018.

Board of Intermediate

Education, A.P:

Sri Siddhartha junior College//
Madanapalle, 2015.

Board of secondary education:

S V L Memorial EM High School//
Madanapalle, May 2013

Languages:

- English
- Telugu

- Analyzing and segregating the different segment of customers under LIG.
- Worked in Tele call & VKYC (Video KYC) Team for Loan verification.
- Answered 100+ calls per day and consistently met targets for call length.
- Maintained the high-quality customer service by communicating decisions professionally and empathetically, and winning the compliments from customers.
- Received the feedback appreciation mails from higher management for maintaining the good quality and quantity of verifications.
- Answering questions and fulfilling requests from customers and internal teams regarding the Order fulfilment journey.
- Resolved concerns, conflicts, and problems to ensure that services are provided in a professional and safe manner.
- Individually responsible for all followups including maintaining a database for tracking the data.
- Verifying the customer details for the EMI (loan) process to control unethical orders and reduce mistakes.
- Coordinating with the internal team post sales for expediting the product delivery.
- Trained in basic requirements of different workstations to best help group meet production targets.
- Kept tools and equipment organized and in good working condition.

AWARDS AND HONORS

- Participated in B-QUIZ competition conducted October 2018 Business club
- Participated in Vinayaka idol making competition conducted by Event management in MITS College.
- Elite Performance on consumer Behavior in NPTEL.
- Got a certifications & Awards in classical dance and Yoga and first price in drawing competition.