**CURRICULAM VITAE**

### **LALITHA PRIYA.**CH

**Mobile No: +91-9000452555,7981276741 Email-Id:** priyalalitha0911[@gmail.com](mailto:lalithapriya.macharla@gmail.com)

**Career Objective:**

* To achieve a position in an organization where my skills and knowledge can be useful for the successful completion of the organizational tasks.
* To become an efficient TEAM MEMBER in a good challenging and rewarding career to gain more knowledge in every field of my career.

**Summary Of Excellence:**

Above 7.5 years of experience in BPO with excellent communication, supervisory skills as a customer care Representative, as a Team lead and TTT certified Trainer for OB and IB process and managing huge team in size.

**Professional Experience:**

Associated with Wipro as a AM .Trainingfrom Oct 2016 till date.

**Organization**   **:**  Wipro

**Job Profile**  **:**  Assistant manager training

**Role:**

Conducting Training Need Analysis and report training needs for the location.

Interact with Quality Team and finding out the training requirements.Setting expectations to achieve KPI and productivity targets for the team.

Conducting On Job Training modules and motivating the team to achieve set sales targetsMonitoring the performance of the associated on daily basis.

Maintaining reports and giving instant feedback to them to improve the performance.

Escalating the issues to the client and see that the problem is rectified.

Preparing report after evaluating all trainees.Attending call calibrations with quality and training team internal as well external team.

Product and process training for the NHTs when ever required.

Preparing content as per the training requirement

Preparing Virtual videos for training

Expertise in conducting webinar sessions

Setting expectations to achieve KPI and productivity targets for the team.

Handling Real Time Q Management to answer maximum numbers of calls and to maintain AHT & ACW.

Analyze various reports to enhance productivity.

Associated with **Callhealth**  as a Sr.Trainer from Sep 2014 till date.

* **Organization : Callhealth**

**Job Profile : Sr.TTT Certified Trainer (IB)**

**Role:**

* Conducting Training Need Analysis and report training needs for the location.
* Interact with Quality Team and finding out the training requirements.Setting expectations to achieve KPI and productivity targets for the team.
* Conducting On Job Training modules and motivating the team to achieve set sales targetsMonitoring the performance of the associated on daily basis.
* Maintaining reports and giving instant feedback to them to improve the performance.
* Escalating the issues to the client and see that the problem is rectified.
* Preparing report after evaluating all trainees.Attending call calibrations with quality and training team internal as well external team.
* Product and process training for the NHTs when ever required.
* Preparing content as per the training requirement
* Preparing Virtual videos for training
* Expertise in conducting webinar sessions
* Setting expectations to achieve KPI and productivity targets for the team.
* Handling Real Time Q Management to answer maximum numbers of calls and to maintain AHT & ACW.
* Analyze various reports to enhance productivity.

Associated with **Vertex Customer Solutions Pvt ltd** as a Sr.Team Leader from June 2013 Aug 2014.

* **Organization : Vertex Customer Solutions Pvt ltd.**

**Job Profile : Sr.Team Leader & TTT Certified Trainer (OB)**

**Role:**

* Handling a team of 20 associates.
* Setting expectations to achieve KPI and productivity targets for the team.
* Handling Real Time Q Management to answer maximum numbers of calls and to maintain AHT & ACW.
* Analyze various reports to enhance productivity.
* Monitoring the performance of the associated on daily basis.
* Maintaining reports and giving instant feedback to them to improve the performance.
* Escalating the issues to the client and see that the problem is rectified.
* Taking Escalations and follow up on the same with the client.
* Attending call calibrations with quality and training team internal as well external team.
* Product and process training for the NHTs when ever required.

Associated with **Digicall Teleservices Pvt ltd** process as a Sr.Team Leader from **March 2010 - Dec-2012.**

* **Organization : Digicall Teleservices Pvt ltd.**

**Job Profile : Sr.Team Leader (IB and OB)**

**Role:**

* Handling a team of 20 associates.
* Setting expectations to achieve KPI and productivity targets for the team.
* Handling Real Time Q Management to answer maximum numbers of calls and to maintain AHT & ACW.
* Analyze various reports to enhance productivity.
* Monitoring the performance of the associated on daily basis.
* Maintaining reports and giving instant feedback to them to improve the performance.
* Escalating the issues to the client and see that the problem is rectified.
* Taking Escalations and follow up on the same with the client.
* Attending call calibrations with quality and training team internal as well external team.
* Product and process training for the NHTs when ever required.

**Educational Qualification:**

* **Degree B.Com :**  OU, A.P
* **Intermediate (C.E.C) :**  State Board of Intermediate Education, A.P
* **S.S.C**  **:** State Board of Secondary Education, A.P

**Software Exposure:**

* ADCA (Advance Diploma in Computer Applications) **M.S Office**

**Operating System:**

* Windows Xp, Windows 7 & 8.

**My Flairs:**

* Hardworking and dedicated to work.
* Good communication skills and interpersonal skills.
* Ability to work in multi-cultural environment.

**Personal Profile:**

Full Name : Lalitha Priya

Father Name : Karunakar

Date of Birth : 11-09-1990

Sex : Female

Phone : 9000452555

Marital Status : Single

Hobbies : Listening music, browsing, watching TV and Painting.

Religion : Hindu

Nationality : Indian

Languages Known : Telugu, Tamil, English and Hindi

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and

I bear the responsibility for the correct above mentioned particulars.

**DATE : -**

**PLACE: Hyderabad (Lalitha Priya)**