**Jaylaxmi Naidu**

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**Senior Operations Management Profile**

Senior professional, with 17+ years of experience in customer service delivery across diverse organizations. Acknowledged by the senior management for consistently rendering superior quality service across the professional career. Seeking challenging assignments with a reputed organization to utilize acquired skills in accomplishing organizational growth objectives.

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| Core Skills  **Escalation/SLA Management**  **Operations Management**  **Help Desk Management**  **Resource Optimization**  **Process Reengineering**  **Process Transition**  **Quality Assurance**  **Training & Development**  **Liaison & Coordination**  **Team Leadership** | Executive Summary   * Exposed to working across diverse sectors like financial institutions, real estate, and employment screening services. * Skilled in managing ranging from customer care to client management and audits to quality and process improvement. * Proficient in re-engineering/ enhancements, business requirement gathering, business process flow, business process modeling, quality assurance, and documentation. * Adroit in Process Base-lining, Activity & Volume analysis, Resource requirement Analysis, DR/ BCP implementation aimed at enhancing process quality. * Render customer feedback to the appropriate internal teams. Ensured customer service is timely and accurate daily. * Spearheaded team efforts in rendering superior quality service across areas of operation based on organizational policies and procedures aimed at enhancing client satisfaction. * High-level leadership and mentoring ability. Excellent interpersonal, communication, and presentation skills. |

Professional Experience

**Citibank N.A, Mumbai, India May 2022 – Jan 2023**

**Customer Service Analyst-1 (Assistant Manager – C9)**

***Responsibilities:***

* Involved in managing corporate cash product transactions for high-intensity clients. Coordinated with multiple operational units to meet the daily processing demands of high-intensity clients.
* Enhanced client satisfaction by effectively resolving client queries and issues based on organizational policies and procedures.
* Functioned as a bridge between the Client and the Activation Team; cross-trained in electronic banking for analyzing and troubleshooting login issues.

**Housing.Com, Mumbai, India Apr 2015 – Apr 2022**

**Team Leader**

***Achievements:***

* Successfully partnered with cross-functional teams to improve the platform quality and User experience along with handling a team.
* Set up guidelines for ML/AI-driven Image auditing, ~91% (~1.2 million) images on rent/resale listing auto-approved by ML framework with ~1.5% error margin. Improved listing activation TAT by 27% with 100% of listings activated within 24 hours
* Spearheaded user-centric platform audits (Desktop, Mweb, MApp) on platform hygiene and reporting to stakeholders across product, design, operations and tech teams.
* Shared feedback and identified Process gaps for better Customer Experience. Worked as Pan India SPOC for Key accounts/Super Strategic Account Servicing, improved resolution TAT by 92% by building synergies within the cross-functional teams.
* Gained market leadership in key metrics within 6 months by competition benchmarking on project pages.
* Bagged the prestigious Spotlight award for Ownership for maintaining Quality Standards. Have received monthly awards (RNR). Obtained multiple appreciations from Clients/Stakeholders for the quality of work.

***Responsibilities:***

* Spearheaded a team of 10 executives for a tenure of 9 months.
* Involved in conducting platform audits on desktop, mobile web, and mobile apps to improve user experience. Organized cross-functional team meetings and workshops to align platform quality goals and objectives.
* Ensured optimal platform performance levels thus decreasing user-reported bugs and customer complaints.

**JP Morgan Chase, Mumbai, India Feb 2009 – Jul 2014**

**Customer Care Senior Specialist – II**

***Achievements:***

* Enhanced customer satisfaction by handling questions related to the JPMC credit cards via email. Resolved customer inquiries for credit cards via emails and contributed to Customer satisfaction by providing quick and accurate resolutions.
* Worked on specialties queues like Closure, MSS Rewards, and Escalations. Rendered process improvement suggestions, identified major bugs which contributed to achieving the TAT and Quality for the process.
* Organized training sessions for the department to work on the Specialized Closure Queue.
* Received Prestigious Trend Setter Award Felicitated for 02 consecutive years for quality of work & initiatives.
* Received certifications for unscheduled absenteeism and overtimes along with Quality Camp Awards/ best SME.
* Received multiple appreciation emails from customers for accurate responses.

***Responsibilities:***

* Enhanced customer satisfaction by resolving customer queries related to the JPMC credit cards via email.
* Identified process gaps across the organization and resolved differences to improve TAT and quality.

**Fidelity National Information Service, Mumbai, India Sep 2008 – Jan 2009**

**Team Member**

***Responsibilities:***

* Managed complaints received via letters, faxes, emails along with annual and renewal fee for membership reward program request for Amex Credit Cards holders.
* Handled Validated and processed the card cancellation request, replacement cards, and not received cards.
* Worked on Specialized Letters Queue and processed the letters received from the media, attorney, and the consumer affair office.
* Managed inquiries and addressed complaints regarding annual fees/ replacement/ cancellation received via letters, faxes, and emails for Amex Credit Card case setup process.

**First Advantage Private Limited, Mumbai, India May 2006 – Jun 2008**

**Senior Associate – Client Servicing Team**

***Responsibilities:***

* Liaised with internal stakeholders to compile accurate pre & post-employment screening reports.
* Audited and delivered the reports and resolved queries within TAT to clients maintaining 95% service levels.

**Standard Chartered Bank, Mumbai, India Jan 2003 – May 2006**

**Officer – Outbound**

***Responsibilities:***

* Spearheaded a team of around 15 agents for 9 months in my tenure with SCB.
* Focused on retaining cardholders to continue with the bank along with cross-selling.
* Conducted verification & audits on sold products to avoid any mis-selling.

Education

* **Bachelor of Arts with major in English Literature,** Mumbai University, Mumbai, India 2001

Technical skills

* Jira tool, CMS, Flex, SAP BO, CRM, (SAP & JAVA based application)
* Machine Learning Projects
* Microsoft Office (Word, Excel, PowerPoint, Outlook)
* Social Media Platforms

Personal Details

* **Date of Birth:** 03 Nov 1979
* **Nationality:** Indian
* **Languages Known:** English, Hindi, Tamil, Marathi and Telugu