**Kavyasri Akarapu**

H-No:18-7-607/8/18, Danaiah Nagar, Uppuguda, Hyd

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Mobile: +91-9705393928

**Professional Summary:**

* Rapidly promoted to Team Leader in 3.5 years due to strong work ethic and exceptional customer service.
* Managed workflow assignments and ensured the timely completion of tasks without missing TAT.
* Successfully integrated process improvements, enhancing overall workflow efficiency.
* Consistently provided weekly team performance analysis, including RCA and Action Plans.
* Flagged production number discrepancies by raising bugs in Dashboard.
* Expertise in video and content review in alignment with policy guidelines.
* Ensured consistent and accurate processing in adherence with TAT and other timelines.
* Facilitated effective monetization strategies for YouTube content.
* Monitored and maintained team progress and adherence to deadlines.

**Academic Profile:**

| **S.No.** | **Course** | **University/Board** | **Institution** | **Percentage** | **Year of Passing** |
| --- | --- | --- | --- | --- | --- |
| 1 | B.Tech in Computer Science Engineering (CSE) | JNTUH | Talla Padmavathi College of Engineering | 74.1% | 2013 |
| 2 | Intermediate | State Board of Intermediate Education | Sri Vivekananda Junior College | 80.3% | 2009 |
| 3 | SSC | Board of Secondary Education | ZPS High School, Rajulakothapally | 71.0% | 2007 |

**Accomplishments:**

* Rewarded RnR for Outstanding performance & team contribution.
* Honored with Manager's Appreciation for exemplary work.
* Consistently maintained top ranks in team lead performance metrics.

**Work Experience:**

**WIPRO LTD, Hyderabad**  
*Team Leader*  
September 2017 - Present

Roles & Responsibilities:

* Currently leading a team of 25 associates and overseeing their daily responsibilities.
* Ensuring adherence to Production and Quality Efficiency SLAs.
* Providing observation, coaching, and training to achieve 100% quality production.
* Successfully maintained quality, shrinkage, and attrition metrics.
* Promoted knowledge transfer and responsibility-sharing among team members.

**AEGIS Ltd, Hyderabad**  
*Customer Service Representative*  
November 2015 – August 2017

Roles & Responsibilities:

* Managed large volumes of both inbound and outbound calls efficiently.
* Adhered to call center protocols and scripts across various topics.
* Identified customer needs, provided clarity, researched issues, and offered solutions.
* Consistently met personal and team qualitative and quantitative targets.

**Personal Qualities:**

* Effective communicator with strong written and verbal skills.
* Driven, with the ability to work diligently and intelligently.
* Approachable demeanor with a warm and engaging personality.
* Demonstrated ability to excel under pressure.

**Declaration:**

I hereby declare that the details provided above are accurate to the best of my knowledge.

Place: \_\_\_\_\_\_\_\_  
Date: \_\_\_\_\_\_\_\_

**(Kavyasri.A)**