**NAGA DEEPIKA IMADABATHUNI** Email:deepu2810@gmail.com

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### Profile Summary:

* Have 15 years of experience in Technical support, Process Training and Soft skills Training.
* Lean trained and tested, POSH certified trainer, **Certification in Project Management(CIPM), Knowledge in PMP**, Incident management.
* Received several Awards in process.
* Developed a software for reporting using **SQL Server, VB.Net, MS Access and Excel( Project in IBM)**

**Educational Qualification: B.Tech** in Computers and Information Technology from **J.N.T.U**

**Employment Details:**

1. **Mazenet Solutions, Hyderabad (March 27,2022 to Till Date)**

**Designation: Corporate Soft Skills Trainer**

**Job Description:**

* Giving Soft skills training to the new joiners.
* Training new hires on Email etiquette, Conference call etiquette, Presentation skills, Interviews, growth mindset and grammar.
* Content preparation.
* Frequent Behavioral Trainings to the associates working in the project as well.
* I was part of Inductions as well.
* I also conducted Behavioral trainings for the associates in bench.
* POSH certified trainer.
* I am part of trainer management team and my responsibility it to make sure all the trainers are occupied, batches should be certified on time. Check with the management if any training needs are there and adhere to that.
* TNI, TNA

**2. Tech Mahindra, Hyderabad (Sep 19,2018 to Jan 12,2022)**

**Designation: Process Trainer**

**Job Description:**

* Handling customers through calls and chat support.
* Moved to Level 2 team and take calls and resolve the critical issues.
* Worked as Alchemy Process Trainer for six months.
* Cleared IJP and got selected as Process Trainer for Non-voice.
* Gave Process trainings to new hires and supported them in Nesting period.
* Conducted Process trainings and soft skill trainings for more than 10 batches.
* I am responsible for training people on Soft skills mainly on Emails and Chat along with process training.
* As part of don’t skills training, I trained the new hires on Business communication I.e rmsil etiquette, chat etiquette, meeting etiquette. I also trained them on growth mindset, presentation skills.
* A lot of meetings with the client is also included and even gave cross skill trainings to the associates in different countries.
* Handled training team of 6 trainers as an acting team leader.

**3. Accenture, Hyderabad (Dec 15,2017 to May 15,2018)**

**Designation: Customer Service Analyst**

**Job Description:**

* Handling supervisor chats.
* Doing DSAT analysis.
* Sending reports to the management.

**4. Genpact India Pvt Ltd., Hyderabad(Feb 07, 2011 to Oct 29, 2014)**

**Designation: Process Developer**

**Job Description:**

* Handling Calls ,chat and e-mail support for Kodak All in One Printers.
* Monitoring the quality of the e-mails.
* Monitoring SLA (Service Level Agreement) for the clients.
* Generating and preparing reports for the daily metrics using Excel.
* Handled e-mail team of 5 members for 1 year as an acting team leader.
* Training new hires on the process and supporting them.
* Handled multiple batches regarding process training.
* Was part of discussions with the management in how to improve the performance of the teams and how effective the trainings are.

**Achievements:**

* Received many Customer Appreciations
* Received four Best Performer Awards
* Received Silver Award(Best Performer for the quarter)

**5. IBM India Pvt Ltd ,Hyderabad(Nov29, 2007 to Feb 26,2010)**

**Designation :Technical Support Associate**

**Job Description:**

* Worked as IMAC Coordinator for AT&T where we handle web tickets which client places for Installing, Moving, Adding and Changing AT&T assets, resolving password reset issues ,Outlook issues.
* Monitoring SLA (Service Level Agreement) for the clients. Information security tests and reports.
* Control Incident time line and discuss with Senior management about the resolution timeline.
* Performing Root Cause analysis for problem tickets created.
* Responsibilities for ensuring Client problems are resolved effectively, with minimum disruption to the Client.
* Identify any Problems that require increased focus to meet committed service levels. Monitor severity 1 incident/ problem for action that produce a bypass or quick solution.

**SQL support for Reporting Tool:**

Managing reporting databases using SQL Server Management Studio, debugging using Visual

Basic when required and using MS-Access for reporting.

**Achievements:**

* Received many Customer Appreciations
* Received appreciation for managing reporting databases.

#### 6. Tulip IT Services , Hyderabad(Dec 13,2006 to Nov 25,2007)

**Designation: Project Coordinator**

**Job Description:**

* To coordinate with Higher Management and Customers for getting VPN installations done.
* Getting Site surveys done by the Site Engineers to check the feasibility whether VPN can be installed or not.
* Getting VPN installed once a Purchase Order gets generated by the customer.

**Achievements:**

* Promoted as Project Coordinator from Coordinator in 2 months
* Handled complete project for **IV World Military Games** where in Tulip IT has provide the complete network connectivity and was temporary Project Manager for the same project.
* Have received good customer satisfaction surveys.