**E. shirisha**

**Address** Flat No: 2-2-220/142/1, Sri Sai Surya Nagar, Macha Bollaram, Secunderabad,

India, 500010

**Phone** 9581418812

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Would love to work in an organization with challenging tasks where, I can show out my personality, confidence, zeal and provide satisfactory service to the organization.

**Skills**

* Adaptability
* Microsoft Office
* Excell
* Interpersonal Communication

**Work History**

2020-05 - 2023-06

**Senior Process Executive**

*Wipro Technologies, Hyderabad, Telangana*

* As a subject matter expert, handle team and improve their performance in terms of quality metrics.
* Provide detailed and timely feedback to top management on performance results; provides detailed recommendations with follow-through.
* Develop individual agent performance scorecards and aggregate department scores.
* Knowledge of techniques and tools that promote effective analysis and the ability to determine the root cause of organizational problems and create alternative solutions that resolve the problems in the best interest of the business
* Produce reporting based on audits and offer suggestions, etc. for improvement.
* Writes fundamental documentation in a clear, concise manner and according to standards.
* Utilize feedback from customers to facilitate improved quality of services being provided
* Assist in utilizing reporting tools that track performance at a department, team and individual level to measure quality rates.
* Responsible for conducting calibration and performance review call in terms of quality with client as well as internal team.
* Make recommendations for an enhancement to training materials as needed to enhance the overall customer experience and efficiency.

2018-03 - 2020-04

*Cognizant Technologies Solutions Pvt Ltd, Hyderabad, Telangana*

* + - Content moderation support for all geo requests.
    - Review user complaints on search platform for content violating DMCA and copyright laws
    - Review business listings based on user complaints and make policy-based decisions to take down.
    - Meet/Exceed targets set within the key research activities (Talent Research & Data Management).

**Education:**

2013-08 - 2016-04 **BTECH: ECE**

*BVRIT - Hyderabad*

**Strengths**

* Leadership
* Optimistic
* Good Patience
* Efficient & Hard working
* Creative Thinking

**Languages**

* English
* Hindi
* Telugu