**Anuradha Vannal**

**+91 91361 78284 | vannal.annu11@gmail.com | Mumbai, 400703**

**Summary:**

* Team Lead Supervisor with a passion for developing teams and achieving results. Possesses strong communication and organizational skills, allowing for efficient and effective management of teams and projects.

**Education:**

Bachelor of Commerce - University of Mumbai, Maharashtra, India - 2012

**Professional Experience:**

**Team Lead Supervisor | HDB Financial Services | Mar 2020 - Feb 2023**

* Created and maintained detailed records and reports of team performance and operations.
* Developed and maintained a system of quality control to ensure accuracy of output.
* Supervised and motivated a team of 15+ staff to ensure successful completion of daily tasks.
* Developed and implemented strategies to resolve conflicts between team members.
* Facilitated weekly team meetings to review progress and had a daily discussion for the upcoming tasks.
* Monitored and reported on team performance to ensure efficiency and quality of output.
* Identified areas of improvement and took initiative to develop solutions.
* Use to handle and manage the dialer effectively in order to achieve the target within due course of time.
* Developed and maintained strong relationships with external vendors (Bank Personnels, Relationship, Branch and Sales Manager).
* Created and implemented strategies to improve team morale and motivation.

**Key Account Manager | Turtlemint (Fintech Blue Solutions Pvt, Ltd) | Oct 2018 - Dec 2019**

* Verification, Feedback, Inbound, social media and Team Leader

**Chat & Tech Support | 9 Frramez Info. Services, LLP | Oct 2014 - Jan 2016**

* Training vendors for Data Entry Process.
* Resolving queries through Chat & Mail Process.
* Providing projects to the Vendors.
* Analyzing and Rectifying Vendor's Work.

**Skills and Competencies:**

* Team Building
* Employee Development
* Mentoring
* Process Improvement
* Time Management
* Interpersonal Skills
* Leadership
* Resource Allocation