**J. Ambika**

**Contact: 9030165662 Email: aranjaliraj@gmail.com**

**Career Objective**

Intend to build a career with leading corporate firms with committed & dedicated people, which will help me to explore myself fully and realize my potential. To work as a key player in challenging & creative environment.

**CURRENT EXPERIENCE**

**3i-Infotechbpo**

**Associate Manager 20th Dec to till date**

RESPONSIBILITIES IN THE PRESENT ROLE AS A IN charge Manager

* Working for ECOMMERCE process to achieve given sales target and product delivery target.
* Managing 2 Team Leaders as they are reporting to me and handling team size of 100 employees
* Client interaction on daily basis and implementing feedback into system for process revenue
* Conducting review with TLs on their KPI performance
* Conducting skip level meeting with advisors
* Driving team performance whenever required
* Monitoring Outbound performance and Inbound performance
* Motivating team by conducting Fun activities on the floor
* Preparing PPT on Performance of KPI parameters of every week
* Preparing Performance report on every hour and review data on daily basis
* Whenever required auditing calls and share feedback with advisors
* Achieving Process sales target along with KPI parameters with the support of Team Leaders.
* Resolving employee’s salary concerns, coordinating with HR team to resolve their salary concern.
* Scheduling TL and Team Roster according to process requirement and considering TL and advisor weekly off preference.
* Attending call calibrations with quality and training team.

**Vsoft Technology 1st Oct’2018 to 30th Nov’20**

**Incharge Manager**

RESPONSIBILITIES IN THE PRESENT ROLE AS A IN charge Manager

* Administratively manage a team of Customer Service Executives and monitor their performance.
* Sharing feedback with Team members on their Performance on daily basis.
* Conducting Product & process training, soft skills training to new joiners.
* Conducting Refresher training for bottom performers.
* Monitoring inbound call center handling Escalation calls and doing follow up with Backend team to resolve customer issue.
* Client interaction when it is required, incorporate feedback into system.
* Conducted regular briefings to review quality standards and updates.
* Motivating each Team Member, Guiding, Monitoring their performance and implementing corrective actions as required.
* Taking care of Outbound Collection process for loan recovery.
* Resolving employee’s issues related to reduce attrition in the process.
* Eg: HR related salary issue or PF issue anything related to process.
* Scheduling Team Roster on weekly basis according to Call flow.
* Sending Team Attendance, leave tracker and night shift allowance tracker to HR team.
* Escalating consolidated customer issue to client on daily basis so that we can resolve customer issues.
* Audit calls and identify the training requirements of each Team Member.
* Sharing feedback on call audits with Team Members.

**Q CONNEQT** From Feb’17 to July’2018

**Team Leader**

RESPONSIBILITIES IN THE PRESENT ROLE AS A TEAM LEADER

* Administratively manage a team of Customer Service Executives and monitor their performance.
* Motivate and recognize them through implementation of the company R & R programs.
* Audit calls and identify the training requirements of each Team Member.
* Sharing feedback on call audits with Team Members on daily basis.
* Improved quality of service and increase customer delight.
* Monitoring inbound call center handling Escalation calls and doing follow up with Backend team to resolve customer issue.
* Publishing Call audits report and feedback report on daily basis.
* Client interaction when it is required, incorporate feedback into system.
* Conducted regular briefings to review quality standards and updates.
* Motivating each Team Member, Guiding, Monitoring their performance and implementing corrective actions as required.
* Attending call calibrations with quality and training team.
* Taking care of Outbound Collection process for credit cards and loan recovery.

**TATA Business Support Services** From Mar’13 to Oct’15

**Team Leader**

RESPONSIBILITIES IN THE PREVIOUS ROLE AS A TEAM LEADER

* Administratively manage a team of Customer Service Executives and monitor their performance
* Motivate and recognize them through implementation of the company R & R programs and delight cards.
* Improve quality of service and increase client delight.
* Achieve service level and productivity targets for the team.
* Monitor and maintain quality of interactions.
* Analyze transactions to identify the root cause of complaints.
* Prepare and submit periodic reports.
* Audit transactions and identify the training requirements of each Team Member.
* Work on initiatives to improve performance.
* Conduct regular briefings to review quality standards and updates.
* Motivating each Team Member, Guiding, Monitoring their performance and implementing corrective actions as required.
* Identifying the training requirements of each Team member and providing the same in the appraisal sheets.
* To ensure that at no point in time the team lacks supervision.
* Real Time monitoring of CMS for the team to answer maximum numbers of calls.
* Handling team and Shop floor escalations calls and providing end to end resolutions.
* Attending call calibrations with quality and training team.
* Preparing monthly TL review to gauge individual and teams performance.
* Preparing monthly PPT for client review to gauge process performance.
* Client interaction as and when required; incorporate feedback in to system.

**PREVIOUS EXPERIENCE:**

TATA Business Support Services July 2012 to Feb,2013

**Quality Specialist**

**JOB PROFILE**

* Worked as a Quality Specialist for International Process which dealt with manufacturing Machines handled more than 60 customer support representative’s quality.
* Barging the calls and giving the feedback to Associates on daily basis.
* Conducted Briefing to all the employees on daily basis to avoid escalations.
* Handled escalation calls whenever it is required for the process.
* Publishing weekly basis Quality Dashboard to Client including internal employees Email ids.
* Conducted operational & Quality briefing on shift wise to Associates on floor.
* Attended Client interaction on Quality as a when required. Implemented feedback in to system.
* Improved floor Quality Scores from 50% to 85% within 3 months.
* Received R&R Award for the Quality improvement shown on floor as per Client requirement.

**Murty & Manyam**  March 2008 –Sept 2010

Architects & Engineers

(ISO 9001:2000 Certified)

Administrative Officer

**JOB PROFILE:**

* Managing of Correspondence related to Project Compilation.
* Collation of data related to all matters pertaining to project tenders such as Comparative statements, bill of quantities, rate analysis data, Letters, Payment bills, submission bills by using Ms. Excel, Ms. Word.
* Preparing company brochures by using Ms. PowerPoint and handling online applications, submissions and retrieving data.

**M/s E2E SerWiz Solutions** (TATA BPO) Feb 2007 - Oct 2007

Tech Support Representative - DATA Services

**JOB PROFILE**

* Troubleshoots the issue and provide FTR.
* Dialer Installation
* Sales Pitch and Cross Selling.
* Handling Non Technical Billing related issue calls.
* Providing online resolution to customers.

**M/s E2E SerWiz Solutions** (TATA BPO) Oct 2004 – Feb 2007

Customer Support Representative

**JOB PROFILE**

* Taking inbound calls which are related to Billing and Tariff.
* Achieving the targets like Productivity, Quality and other aspects on daily, weekly and monthly basis.
* Assisting My Team leader for maintaining the Team performance.
* Barging the calls and giving the feedback to team members on daily basis.
* Training the juniors for taking calls for productivity and quality maintenance.

##### PERSONAL STRENTHS

* Excellent communication & presentation skills
* Good analytical and interpersonal skills.
* Positive attitude towards learning and work.

**Academic Qualification**

* **B.Tech**  from JNTU University in 2004.
* Intermediate from Kranthi College in 2000.
* SSC from Shobha English Medium School in 1998.

**Technical Expertise**

* Successfully completed P G D C A course in software applications in 2003.
* Operating system : DOS, Windows 95/98/2000/2003/NT
* Packages : Ms Office (2000),
* RDBMS : SQL Server 2000.
* Testing : Manual Testing
* Completed Type Writing Higher in English.

**Personal Profile**

Husband Name : E.Venkatesham

Marital Status : Married

Languages Known : English, Hindi, Kannada and Telugu

Date :

Place :

**J. Ambika**