

# V. Kauveri

## **PROCESS LEADER**

Madurai, Tamil Nadu

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## Work Experience

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### **Team Leader - Operations**

Impetus Analytics E-Solutions Pvt Ltd - Chennai, Tamil Nadu

July 2015 to Present

Working as a TL for BPO and handling Analytics, Scripting for Call centre

### **PROCESS LEADER**

Solartis Technology KPO Services Ltd

November 2011 to November 2014

Manage the Process and the Team members.

- \* Responsible for all Process Updates.
  - \* Maintain the team member's Productivity, Quality and run Error report.
  - \* Maintain the leave percentage of the Entire team.
  - \* Improve Team performance.
  - \* Monitor On time Login & Scheduled Adherence
- of Team members.
- \* Respond to Client Emails and Client calls.
  - \* Conduct One on One Meeting to Team members.
  - \* Update the Monthly Billing count for Transaction Wise process.
  - \* Responsible for Errors done by the Team members.
  - \* Direct Report to Managers.
  - \* Attend Client calls from Onshore.

## Education

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### **Bachelor of Science in Computer Science**

Affiliated to Madurai Kamaraj University - Madurai, Tamil Nadu

2011

Madura College, (Affiliated to Madurai Kamaraj University - Madurai, Tamil Nadu)

2009

Capron Hall Higher Secondary School - Madurai, Tamil Nadu

2004

### **Master of Science in Computer Science & IT**

Sourashtra College

## Additional Information

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Computer skills

Project1

Project2

Paper presentation / Seminar: