Sravani Mallipeddy

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Objective

Results-driven professional with 4+ years of experience in data analysis and operational optimization, seeking a position to leverage expertise in real-time monitoring, process improvement, and stakeholder management to drive operational excellence.

Work Experience

Trust & Safety Analyst
Accenture Solutions Pvt. Ltd.
October 2021 - Present

Conducted real-time monitoring and analysis of service delivery metrics
Performed root cause analysis of trends and implemented solutions
Managed stakeholder communication and escalation processes
Improved operational efficiency through process optimization
Led cross-functional teams in service quality improvements
Created detailed performance reports and documentation
Maintained 98% service level adherence through effective queue management

Fawkes Analyst
Accenture Solutions Pvt. Ltd.
March 2019 - September 2021

Analyzed operational data to identify trends and optimize processes
Managed real-time queue monitoring and resource allocation
Developed and implemented process improvements

Education

B. Tech ECE
Malla Reddy Engineering College For Women
January 2018

Skills

Technical Skills: MS Excel(pivot tables, V lookup's), SQL, Python, HTML, CSS, Google Workspace, Power BI
Core Skills: Data analysis, Process improvement, Service quality
Operational Skills: Real-time monitoring, Process optimization, Root cause analysis
Soft Skills: Stakeholder management, Communication, Problem-solving

Personal Development

Qualities: Leadership, Adaptability, Teamwork, Time management
Achievements: Received employee of the month award multiple times