

Sravani Mallipeddy

Hyderabad, Telangana

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Objective

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

Work Experience

T&S 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