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Top Skills

- Customer Service Excellence
- Negotiation Skills
- Planning and Strategy
- Project/Program Management
- Networking & Relationship Building
- Data Analysis
- Escalation Handling
- Client Relationship Management
- Team/People Management
- Business Solutions & Development

Career Highlights

- Extra Miler 2016
- Achiever of the year 2017
- Trailblazer Award 2018

Languages

- English
- Hindi
- Kannada
- Tamil
- French

Raja Rajeshwari Manvi

Assistant Client Manager, Business Consultant, Customer Relationship Manager

Chennai, Tamil Nadu

Summary

A dynamic and efficient customer service professional, with 8+ years of experience; exhibiting exceptional interpersonal and communication skills. Ensuring customer satisfaction with the organization's products and services. Strong multitasking skills and fast learning ability ensure quick contribution to the team.

Experience

RR Donnelley

Assistant Client Manager

Chennai, Tamil Nadu

Projects I managed:

1. **Temp check improvement** - Introduced Gemba walk strategy to minimize the errors in the projects.
2. **Voice for everyone** - Everyone could write down their ideas to improve the process and drop it in a bowl placed in common area.

Key Deliverables:

- Daily Shift Huddles with the previous day performance of the shift.
- Shift SLA management and coordination with support teams.
- Review Incident Reports raised on escalation.
- Feedback dissemination.
- Process audits FD & Production.
- Inter-shift handover (Manager to Manager).
- Tracking performance of bottom quartile.
- Attendance, Leave Management, Shift staffing planning with production roles.
- Coordinate and draft audit reports for client visit.
- Be the vital link between the production specialists and the clients in translating customer needs into deliverables.
- Schedule projects based on availability, skill set, and tenure of operators.
- Present the team's status at account reviews.
- Review and remodel the team strategies on a quarterly basis.

Sr. Customer Service Executive April 2018 – April 2021

Customer Service Executive August 2015 – April 2018

MANHATTAN REVIEW

Center Manager

Dec' 2014 – Jul' 2015

Chennai, Tamil Nadu

- Follow-up with the Marketing and counselling team regarding the sales and the upcoming events.
- Responsible for daily, weekly, and monthly targets and reports.
- Promote prominent events in various forums as outdoor marketing.
- Host and plan events and actively participated in In-house marketing.

The CHOPRAS-KAPLAN

Counselor

Mar' 2013 – Nov' 2014

Chennai, Tamil Nadu

- Counsel the students and give them timelines for their preparation.
- Schedule classes for both weekday and weekend batches and communicate with the students and faculty.
- Follow-up on walk-in, tele-in, web query and converting these leads.
- Manage the center in the absence of the Centre Manager.

CL EDUCATE LTD

Executive – Customer Service

Nov' 2011 – Mar' 2013

Chennai, Tamil Nadu

- Tele-call and generate walk-in interviews to the institute for CAT, GRE, and GMAT teaching process.
- Counsel the students face-to-face according to their profiles to get into the best B- Schools in India as well as abroad.
- Guide the students to take various competitive exams and provide with a timeline for their future studies.

IMS LEARNING RESOURCES PVT LTD

Assistant Education Advisor

Aug' 2011 – Oct' 2011

Chennai, Tamil Nadu

- Tele-call and generate walk-in to the institute for CAT, GRE, and GMAT teaching process.

Education

Bachelor of Computer Application) Oxford College of Computer Application, Hubli - June 2010

Professional Qualification

- Certification in Project Management (LIBA), Chennai, Nov 2010
- Six Sigma Green Belt (MSME/LIBA), Chennai, Mar 2011