

L.BALAJI REDDY

Mobile: +919176515897 | E-Mail: balajireddy252@gmail.com

Customer Service & Project Execution Operations – IT Infrastructure/ IT

Combining strong customer service and operational communications expertise to promptly establish efficiency, resolve problems, and optimize productivity

SUMMARY

- ❑ Over 11 years in Operations, Project Management, and Customer Service. Last associated with Smartek Consultancy Services as Lead - Microsoft Bing Project.
- ❑ Acted as the Project Manager for the Microsoft Bing Project at Smartek consultancy services.
- ❑ Working in Staples(HCL Technologies LTD) as a specialist for Remote Desktop Support Since May 2016 till present.
- ❑ Acting as a virtual bridge between the business and the development teams for processing smooth operations.
- ❑ Valued contributor to analyze project features and customizing them accordingly based on operation requirements, tool change to improve productivity, quality, etc.
- ❑ Ability to transition the standard processes for Project Initiation, Project Control, and Project Close. In addition to delivery personnel by identifying all affected areas and documents the overall transition strategy
- ❑ An effective communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management.

ORGANISATIONAL EXPERIENCE

May16 to Feb19 in HCL Technologies LTD as a Retail L2 Specialist in Staples

- ❑ To diagnose and troubleshoot any issues reported in staples in the store.
- ❑ To provide Technical assistance in software and hardware of any device in the store.
- ❑ To attend complex calls and handle escalation within SLA.
- ❑ To provide and render services through Telephone, E-mail and Chat.
- ❑ We also prioritize the ageing incidents and troubleshoot it accordingly within the defined SLA.
- ❑ We also focus on the quality of the incidents handled as per the defined SLA.
- ❑ We adhere to the productivity which requires 15 incidents to be handled per day as per the SLA.

June19 to till present in HCL Technologies LTD as a shift-lead in P&G

- ❑ To maintain attendance & leave reports and ensure that all responsibilities and escalations are resolved in a timely manner through basic analysis and infrastructure management.
- ❑ To ensure that calls and chats are addressed within agreed SLAs.
- ❑ To resolve escalations in a timely manner adhering to the process and quality compliance.
- ❑ To maintain attendance, leave reports, breaks & shift rosters.
- ❑ To update knowledge base through accurate documentation and disseminating knowledge from analyses and reports prepared to team for facilitating effective performance of responsibilities.
- ❑ To perform adhoc analyses, SIP activities and infrastructure management.
- ❑ To ensure positive customer satisfaction and feedback.

Jul'11 to Aug'13 Smartek Consultancy Services

Lead for Microsoft Bing Project

Managing team, involved in data analysis which is charted to improve services. Process aims at identifying areas of improvement and providing workflow based solutions to users.

- ❑ Led team with accountability for floor control, talent engagement and retention.
- ❑ Setup processes mechanisms for continuous improvement which includes working with technology team to help in driving tools / process improvements.

- ☐ Established scalable reporting processes to assist business decision making in marketplaces.
- ☐ Actively involved in managing project without any escalations from the client
- ☐ Entrusted with responsibility of recognizing talent within team and helping members to enhance their growth
- ☐ Headed process improvement initiative for productivity and quality improvement avoiding shrinkage and attrition rate.
- ☐ Actively involved in Recruitment process along with the client.
- ☐ Increased team size from 8 to 31 candidates in 2011 -2012. Received Spot Bonus for increasing the team and putting efforts towards team expansion.
- ☐ Actively involved in finding the bugs in the Microsoft tool and also given the valuable inputs to the client in order to improve the tool.
- ☐ Excellent knowledge in Data Analysis, Data Mapping, Data Validation, Data Cleansing, Data Verification and identifying data mismatch.
- ☐ Excellent knowledge in preparing required project documentation and tracking and reporting regularly on the status of projects to all project stakeholders.
- ☐ An excellent team player & technically strong person who has capability to work with business users, project managers, team leads, architects and peers, thus maintaining healthy environment in the project.

Project Title: Categorization

Tagging/labeling items to a leaf or root level category, This project is all about identifying the product and labeling the query to the appropriate category. The categories are pre-defined in a tool called CST (Category Search Tool), so just need to identify the product and enter the keyword in the CST tool to get the MCAT ID (Merchant Category ID) and then label it in the Paxos tool. Mostly other projects are similar but the data or the query will be in an excel sheet. We work for Global market such as US, UK, Canada and Australia.

Project Title: Item Matching

The purpose of item matching is to match the individual Offers to the Product Records given to enhance the user experience on the website in Bing. The reason behind is when we match several individual offers for the exact same item, it clusters them all together into a collective form where you can immediately see the varying prices, colors, or sizes together in one place. And when you organize everything together in this manner, it allows users the ability to instantly do price comparisons for the things that they are looking for, and it makes informed purchasing decisions.

Other Projects: Category Accuracy Labeling, En-CA-Query Annotation Labeling, Retail Entity Curation

Nov'08 to Nov'10	Cognizant Technology Solutions	Technical Support Executive
Voice Process (Supported for UK Client for Panasonic Laptops)		

- ☐ Improved client-facing responsiveness and efficiency by standardized support center processes
- ☐ Drove significant operational process to assist clients with issues pertaining to Panasonic laptop - Hardware and Software.
- ☐ Enhanced effectiveness by resolving issue immediately on the phone.

Jul'07 to Oct'08	Allsec Technologies Pvt. Ltd.	Customer Support Executive
Voice Process		

- ☐ Worked closely with customers under inbound process to assist them with credit card issues.
- ☐ Received certificate for being the Best Performer out of 200 candidates during dec'07- Feb '08.

Welcom Group Hotel Rama Intl- Aurangabad	Trainee
--	---------

- ☐ Worked under the manager and learnt more about the hotel and hospitality industry.

- ☐ Planned and designed the model for consumer nature for clients by utilizing the cluster and regression analysis
- ☐ Prepared presentations and organize press release
- ☐ Performed surveys and collecting data to use in identifying business patterns for the direct market.

INTERNATIONAL WORK EXPOSURE: PART TIME

May'04 to Apr'06	Telstra Services	Team Manager
-------------------------	-------------------------	---------------------

It is the No.1 Telecom Company in Australia.

- ☐ Worked in close conjunction with clients, handling communications:
- ☐ Generating Leads through Direct Marketing and providing the leads to my Team.
- ☐ Handling Walk-in customers by marketing our valuable products.
- ☐ Filling CAF with the proper documents for verification and approval for new phone numbers.
- ☐ Collected up-to-date information on the status of orders from various company branches and the number of sales attained.
- ☐ Handled tracker sales report, order generation, pending collection report, escalated cases and bill payments (Change of Plan / Releasing Outgoing calls for the Blocked Numbers.

QUALIFICATION

2003 **Bachelor of Science-Hotel Management and Catering Science**
Subbalakshmi Lakshmi pathy College of Sc. - Kamaraj University, Madurai

TRAININGS ATTENDED

- ☐ Communication Training TOFEL
- ☐ Customer Relationship Management (Telstra)

TECHNICAL SKILLS

- ☐ Operating System : Windows Platform
- ☐ Packages : MS Office
- ☐ SQL

PERSONAL DETAILS

Date of Birth : 25th May 1982
Nationality : Indian
Address : F2B, Atulya Apartment, Gandhi road, Keelkattalai, Chennai- 600117
Languages Known : English, Hindi, Tamil, Telugu, Kannada and Marathi.