

# Ravikumar M

Team Lead - Sutherland

A Multi-Skilled Team Lead with 5+ years of People Management experience in handling Gen Y and Z associates. Seeking a position to use the functional skills and to perform as an Individual and help the customers to resolve their issues by leading the team with greater efficiency. Specialized in Operational metrics such as Customer Service, Client Management, Performance & Quality Management, Strategic Thinking in Problem Solving and Risk Management.



## Contact

### Address

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### Phone

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### LinkedIn

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## Skills

Performance improvement	●●●●● Excellent
Account management	●●●●○ Very Good
Daily workflow improvement	●●●●● Excellent
Leadership	●●●●● Excellent
Employee Evaluation	●●●●● Excellent



## Work History

2014-10 -  
2021-09

### Team Leader

*Sutherland Global Services Private Limited., Chennai , Tamil Nadu*

Proactive, dynamic and dedicated individual to work effectively and prioritize job responsibilities. Lead team of 20 associates. Acted as point of contact for Escalation Calls/Chats/Emails.

Created Interactive approach for associates to comprehend and troubleshoot customer issues. Conducted Pre/Post Huddle and shared policies and updates to team everyday to make sure team is aware of new updates.

Worked on associates weakest link in performance and reinforcing it by frequent one-to-one session to share area of opportunities.

Served as point of contact in preparing delivery reports and trend analysis reports for internal and client management reviews. Also finding root cause and come up with possible alternative solution to maintain trend.



## Career Graph

Oct 2014 – Joined as a front line associate supporting Amazon Sellers with their queries in NA

## Languages

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English and  
Tamil

●●●●○  
Very Good

and EU marketplaces through emails.

Jan 2016 – Mentored the New Hired team of 20 associates along with few mentors and helped them improve their process knowledge.

Oct 2016 – Moved to Amazon Seller Support Chat process due to business requirement and promoted as Senior Consultant. Acted as Team Lead and handled a team of 20 associates in Chats/Email Etiquette.

Nov 2018 - Promoted as a Team Manager for a new Business (Amazon Vendor Support) with 20 associates and a Team Lead.

## Education

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2010-03 -  
2013-04

### **Bachelor of Arts: Economics**

*Guru Nanak College of Arts And Science -  
Velacherry*

## Hobbies

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Watching Series/Movies

Listening Podcast

Playing/Watching Cricket

## Technical Knowledge

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MS Office:

Word

Excel

PowerPoint

Amazon Workspaces