

Contact Information :

Name: Sai Krishna Kuppli

Address: 23-10/2, Ganesh Colony Road No. 1, Srinivasa Nagar, Simhachalam, Visakhapatnam - 530027.

E-mail: kuppilisaikrishna@gmail.com

Marital Status: Married

Contact Me on 8008318162.

Professional Synopsis:

- Over 7 years of extensive experience in knowledge maintenance, training & mentoring of new team members, client management, doing quality check for the entire team
- Self-motivated, team player and organised to keep pace with the fast changing environment
- Currently designated as Team Leader (Operations) for an International Health Care Process at Concentrix Daksh Services Pvt Ltd, Visakhapatnam
- Expertise in Managing teams, Process Training, interacting with clients from diverse cultures and efficient at consistently achieving SLA targets keeping customer satisfaction as the primary objective.

Duties and responsibilities:

- Managing a team of 60 people (20 Email Associates, 20 Chat Associates, 20 Semi Voice)
- Preparing reports with a view to monitor the performance & efficiency of team members, ensuring compliance with pre-set quality parameters so that the business can achieve the key metrics
- Have been promoting knowledge sharing through the organization's operational business processes and systems
- Attending calibrations with internal and external clients for process improvement.

Achievement:

- Consistent performance despite facing odd situations.
- Garnered valuable knowledge at every stage of professional life.
- Achieved Star Award in Q4 RnR for the year 2011 for maintaining high productivity and consistency in Quality.
- Achieved IBM goodies for handling huge productivity.
- Achieved client appreciation certificates for consistence performance.

Academic Credentials:

- Graduation: Completed B.com from Andhra University
- Intermediate : Completed Intermediate with 70% from Intermediate Board
- High School : Completed 10th with 72% from SSC Board

Personal Profile:

Father's Name : Late.K.SivaSankaraRao.
Date of Birth : 13th Aug 1989.
Permanent Address : D.No.30-12-3, Ranga Street,Dabagardens, Visakhapatnam,
Andhra Pradesh – 530020.
Sex : Male
Language Known : Telugu, Hindi& English

Declaration:

I hereby declare that all the above mentioned details are true.

Visakhapatnam

Signature