

Harish Siyyadri

SENIOR MANAGER OPERATIONS

EXECUTIVE SUMMARY

Ardent Manager adept at communicating with primary clients to ensure that all outsourced processes meet SLA's and Quality standards. Proficient in Sales, Customer Service and Accounts Receivable procedures. Specialized in applying problem solving skills to meet client needs.

CERTIFICATION

Six Sigma Yellow Belt

6SigmaStudy / July 2021

CONTACT DETAILS

Mobile Phone: +91-8688590827

Email Address:

harishraj.siyyadri@gmail.com

PERSONAL SKILLS

- Extremely adept at managing and planning projects in accordance with client guidelines
- Sound ability to identify & resolve problems in an efficient manner
- Solid managerial and organisational skills, ability to prepare detailed reports
- Excelent knowledge in Sales, customer service and collections process.

WORK EXPERIENCE

Senior Manager Operations

Inew Techno Solutions Pvt Ltd. / November 17-present

- Handling Sales(B2B &B2C), Business Development (B2B), collections and customer service process for Pan India, USA, UK & Canada
- Leading a team of 200+ fte's, 10 team leads and 2 assistant managers
- Tracking project progress and presenting regular reports to clients
- Handling hospitality process for Indian and international students who want to go and study in abroad.

Operations Manager

Launch IT Consulting India Pvt Ltd / April 2017-Nov 2017

- Handled end to end global sales and customer service operations for the game Pokemon Go
- Lead a team of 150+ Customer Care Executives and 5 Team Leads
- Ensured customer satisfaction by handling day-to-day affairs

Operations & Client Manager

Capri BPO Services Pvt Ltd. / November 2009-April 2017

- Handled sales(B2B & B2C), customer service and accounts receivables for Pan India & USA process.
- Lead a team of 300+ fte's with 12 team leaders and 3 AM's
- Worked with deadlines to sell and collect a bench mark of 80% out of the entire portfolio given by the client

Customer Service Excutive

Skill's Info Tech Pvt Ltd/ Aug 2007-Nov 2009

- Dealt with customer service issues and resolved customer problems
- Coordinated with sales team to ensure that all are on the same page
- Ensured customer satisfaction by handling Escalation Call's

ACADEMIC PROFILE

B.Sc (Mathematics)

EIILMU / Graduated 2012

Intermediate +2 (MPC)

Siddhartha Jr College / 2007

High School (S.S.C)

MNR High School / 2005

WORK EXPERIENCE

Senior Manager Operations
Inew Techno Solutions Pvt Ltd

- Handling Sales (B2B & B2C), BD (B2B), collections and customer service process for Pan India, USA, UK & Canada
- Leading a team of 200+ fte's, 10 team leads and 2 assistant managers
- Tracking project progress and presenting regular reports to clients
- Ensure smooth functioning of the Sales & customer care department and maintenance of professional decorum
- Exceed targets in business development, customer retention, client expectations and support service as well as other customer service goals
- Document and maintain reports related to discussions and feedback provided by customer/client and present reports to appropriate department to enable further improvement in products/services
- Experience in handling different dialers in different modules like and setting up the Dialer, VoIP and Data

Operations Manager

Launch IT Consulting India Pvt Ltd

- Handled end to end global sales and customer service operations for the game Pokemon Go
- Lead a team of 150+ Customer Care Executives and 5 Team Leads
- Ensured customer satisfaction by handling day-to-day affairs
- Resolve consumer grievances and ensure that they are satisfied at all times
- Provided customers with on-the-spot solutions when necessary and provided refunds when dis-satisfied with firms services
- Responsible for defining key performance indicators (KPI's) / establishing targets within the processes and reviewing performance at agreed intervals
- Take ownership and deliver continuous improvement initiatives, to improve operations models and processes

Operations & Client Manager

Capri BPO Services Pvt Ltd

- Handled sales (B2B & B2C), customer service and accounts receivables for Pan India and USA process.
- Worked on Policy Bazaar 4 wheeler auto insurance sales for Pan India, Dell Marketing (Sales for B2B companies) and US Financial process (Sales, Customer Service and AR).
- Performed different tasks that include posting cash receipts, updating cash flow reports, researching charge backs and making final decision for write off's
- Lead a team of 300+ fte's with 10 team leaders and 3 AM's
- Worked with deadlines to sell and collect a bench mark of 80% out of the entire portfolio given by the client
- Ensure that the entire Daily, Weekly & Monthly MI reports, Cross Training plans and other reports are completed within the deadline

Assistant Manager

Capri BPO Services Pvt Ltd

- Responsible for portfolio management which includes selling & collecting financial products to SMB, Large Entities and G500 companies as well as consumers (B2B & B2C)
- Comply with the high standards of process-audit / compliance requirements of the organization
- Handled account receivables and prepared monthly and quarterly reports
- Managed client accounts and responded to inquiries, resolved client issues and maintained updated client database
- Worked to resolve accounting and finance issues in a timely manner, Reviewed financial documentation to ensure accuracy
- Made necessary adjustments to invoices and tracked customer payments also coordinated with other departments to ensure consistency

Team Leader

Capri BPO Services Pvt Ltd

- Lead, mentored & monitored the performance of team members to ensure efficiency in process operations and meeting of individual & group targets
- Maintaining process compliance requirements and ensuring adherence across the process
- Handled escalation calls and resolved customer inquiries to maintain good customer satisfaction levels
- Implemented & migrated systems to upgraded versions to achieve maximum efficiency in various operations; spearheaded process improvement initiatives

Customer Service Executive

Skill's Info Tech Pvt Ltd

- Provided customer service and account management support services
- Handled incoming calls from the clients and resolved inquiries in timely manner
- Ensured proper follow up's and Managed to solve their complaints
- Provided feedback of the customers to the management for improving the services

PERSONAL INFO

Name

Siyyadri Harish

Date of Birth

06-09-1988

Status

Single

Linguistic Proficiency

English, Hindi and Telugu

Hobbies

Travelling, Photography and
Playing games