Resume

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| **Archana Veerapaneni**  **Contact No#:9986171295**  **E-mail : veerapaneni\_archana@yahoo.com.** | | | | | | |
| **Objective** To make a career in Service sector by effectively imparting language & communication skills as per business’ requirements and add value to the organization. | | | | | | |
| **Professional Skills** | Technical Skills   Proficient in   Microsoft Office. | | In Training  Setting up Training Modules for various processes  -Voice Activities | | Hiring Skills  Selecting candidates for various processes- gauged them on voice. | |
| **Education** BA -OU, Hyd.  Completed ISC (XIIth) from St.George’s Girls’ Grammar School, Hyd. March’02. | | | | | | |
| **Employment Skills**   Maintained excellent customer relations by getting satisfied verbatim from customer survey(ECVOC)   Can always lead by example & has a focused approach towards goals.   Motivated and Mentored new employees on daily basis.   Maintained all records and reports without error.   Effectively developed telephone communication skills and consistently met targets.   Trained in effective communication courses. | | | | | | |
| **Employment History** | | | | | | |
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| **Achievements**  **Operations Role**:   Consistently rated as a Top Performer on Voice and Soft Skills for the past 8-9months among floor strength of 250+ agents.   Consistent Performer in Customer Survey Ratings with an overall satisfaction score of 80%.   An active member for Fun Activities on the floor -Conceptualized the Core Fun Team–‘Hungama Rsf’   Done Floor walking as and when needed.   Topped the floor in Call Quality Avg. bet. Feb’06 to Aug’06.   Active member of G.E Volunteers. | | | | | | |

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| **Personal Profile :**  *Name:* Archana Veerapaneni.  *Father’s Name :* (Late) Dr.V.Rama Krishna  *DOB:* 13/07/84.  *Language Proficiency:* Telugu, Hindi & English.  *Interests/Hobbies:* Dancing, Reading Comics, Watching Tv, etc. |

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