

# Naga Sai Jagadish Singavarapu

Visakhapatnam, Andhra Pradesh

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- A keen customer-centric professional offering an experience of 5 years in Service Delivery, managing BAU

Operations as Team Leader (Voice & Non-voice) & Customer Care Services

- Recognized for displaying capabilities in assisting the team in the absence of our SME's
- Skilled in continuous improvement in service delivery, circulating reports among team members, analyzing performance, attendance, attrition, coaching and delivery feedback to an individual enhanced performance
- Proficient in managing operations involving resource planning, in-process inception and coordinating with internal departments & external customers
- Skilled in monitoring delivery of high-quality customers experience, elevating customers satisfaction, while adhering to the SLAs and work process and thus managing cost-effective operations
- Experience in identify process improvement opportunities and working on capability improvement areas
- Skilled in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores

## Work Experience

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### Team Leader

Swig Technologies - Visakhapatnam, Andhra Pradesh

January 2020 to January 2021

Key Result Areas:

- Provides leadership, support, guidance to facility management. Handled the team through virtual and on call sessions, manage the flow of day to day operations
- Participates in the development of area strategic plans, goals, and objectives ensuring alignment with those of the region, division, and company
- Proficient in managing business operations with a focus on top-line & bottom-line performance and skills in determining the company's mission & strategic direction as conveyed policies & corporate.
- Train or instruct employees in job duties or company policies or arrange for training to be provided
- Recruit, interview, and select employees.

### Senior Executive

Conduent Co - Visakhapatnam, Andhra Pradesh

November 2018 to April 2019

Key Result Areas:

- Contributing towards range of tasks pertaining to regulatory compliance, Financial Sanctions, Invoice Processing for US Bank Mortgage
- Adhering to the Three lines of Defence as part of Risk Management
- Obeying with the guidelines of Financial Conduct Authority (USA)
- Promoting a healthy work culture by supporting the LGBT Community and undertaking environment friendly projects initiated by company

## **Senior Executive**

Concentrix Co - Visakhapatnam, Andhra Pradesh  
December 2014 to August 2018

### Key Result Areas:

- Services for Indian Bank Insurance Sector HDFC Life as a collections expert
- Connected with customers and informed them to pay the premium of ULIP plans
- Provided support to colleagues and resolved escalation call during the day by taking up their calls
- Sensitive to the dynamics of cross-cultural workspace

### Highlights:

- Played a key role in adding new revenue streams
- Handled a network of channel partners and ensured to positive objective
- Led initiatives to motivate partners (through contests/incentive schemes) towards increasing business
- Providing the feedback to newly hired peoples
- Monitor delivery of high-quality customer experience
- Addressing the client priorities and resolving

## Education

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### **MBA in Finance**

Andhra University

## Skills / IT Skills

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- Delivery/SLA management,
- Operation Excellence
- Customer Relationship Management
- TATs & Service Offerings
- Service Delivery Management
- Team Management
- Liaison & Coordination
- Internal Audits & Compliance
- Client Servicing/ Complaint Management