Rajalakshmi N

Ramanis Coconut Grove Apartment,
Vellalore Road, Singanallur
Coimbatore, Tamil Nadu – 641005
Contact: 9943996333 | rajisivakumar05@gmail.com

PROFESSIONAL SUMMARY

Seeking the position in Strong operational, analytical, & numerical skills| Exceptional knowledge of Customer Service & Operations, Strategic Initiatives, & Business Processes| Ability to coordinate department operations & achieve set target. To be associated with a challenging growth oriented organization which provides opportunity to learn new technologies to deliver superior operational excellence and service quality.

SKILLS

- Complaints Management
- Customer Experience Management
- Team Handling
- Vendor Management
- Service Assurance
- Process Implementations
- Escalations Management
- Customer relationship management
- Leads Generation
- Upselling

Certification Courses Completed

- ***Six Sigma Yellow Belt Certified***
- ***6 Thinking Hats***
- ***Brilliant Basics***
- ***Excel in Excel***
- ***Innovative Leadership***
- ***Lean Six Sigma Green Belt training completed***
- ***Leaders as Coach***
- ***Change Leadership thrive Through Digitization***
- ***7QC Tools***

WORK EXPERIENCE

Hexaware Technologies Ltd

Senior Team Lead | Coimbatore | Mar 2019 to Aug 2021 and Feb 2022 to till Aug 2023

- Headed Pilot batch and moved the team towards to the client target
- Managed end to end Starting from Recruitment, Training and Certification
- Rostering as per the language as per the forecast
- Responsible for completing the assigned videos within the agreed Timelines
- Monitoring the Videos as per Client content policies that will be updated from time to time in client platform

- Counseling the team when they handle contents which are emotionally impacting
- We will also identify NSFW videos will be blocked and tagged accordingly
- SFW videos will be labelled and appropriately tagged
- Audit on the team performance Review of a pre-agreed percentage of videos for accuracy
- Directed day to day operations of New Acquisitions and ensured team to achieve the desired target
- Successfully managed existing accounts and developed new acquisitions.
- Implemented process improvements and best practices
- Motivated and guided team members to reach weekly goals while promoting effective customer service
- Developed sales metrics and skill sets to the executives to improve sales performance
- Published reports based on call audits and feedback shared to the executives for improvement
- Conduct monthly calibration sessions with the respective stake holders to develop the sales and call quality
- Assist in utilizing report tools which helps to know the executives individual productivity performance
- Monitor and evaluate randomly selected calls to assess executives call quality to improve their Quality sales
- Accomplished business plans delivery and sales fundamentals results
- Managed quality execution of Initiatives
- Provided training to sales team
- Conducted performance review of the team
- Developed New Acquisitions via cold calling and various other mode and communication
- Retention calling for the subsequent payment collection
- Responsible to hold the first set of keys
- Sales Reconciliation maintained 98% to 99%
- Handling end to end Onboarding, Training and Agent Certification
- Process Audit & ISO audits were handled for the process
- Coordinating with client for Invoice and Billing closure
- Yellow Belt Certified

HEXAWARE TECHNOLOGIES LIMITED

Team Lead – VODAFONE VRM DESK | Chennai & ROTN| Aug 2014 – Feb 2019

- Handling the Postpaid (PGC) operation in terms of Enquiry , Requests & Complaints for overall ROTN & Chennai process
- Coordinated with various touch points (Call center / Stores) for all the scenarios related to Enquiry , Requests and Complaints
- Planning on the reduction of complaints from the customer and implementing it
- Ensuring all the issue are closed within the turnaround time and avoiding escalations
- Maintaining the efficiency @99% of Customer service
- Single touch point for the escalation and issues from the various touch points
- Processing Waivers & Reversal from the back end post corrective and preventive measures
- Conducting the monthly review on the process and implementing strategy to streamlining the misses
- Controlling a span on 25+ executives

- Voice / Data pack activations & deactivations as per the customer request
- One touch contact for all
- Preparing the report on Sales – Dashboard on daily basis
- Preparing the monthly dashboard and KPI trending of QRC and submitting to the client
- Analyzing on various parameters on various aspects to bring process to the healthy trend
- Upselling of data packs & VAS to the subscribers
- New leads generations
- Identifying the revenue of the customer and upselling the product
- Training to new batches related to process
- Daily briefing and training related to new products

Caliber Point Service Limited
Sr. Specialist - VODAFONE Request/ Complaint Close Looping | Coimbatore | Mar 2012 – Aug 2014

- Handling request/complaint logs for both ROTN & Chennai
- International Roaming service/pack activation and deactivation was done
- Publishing reports and dashboards to the respective stake holders
- Preparing the reports on the CSAT – Customer satisfaction and dashboard for the peoples efficiency
- Coordinating with Client and ensure no escalations
- Prepared a dashboard on the Network complaints and implementing process to reduce network complaints
- Implementing strategy to reduce the Network complaints

Caliber Point Service Limited
Sr. Executive – Operations Inbound Call center (PGC) | Coimbatore | May 2011 – Mar 2012

- Handling the Inbound PGC customer service of Chennai circle
- One touch point of all the Enquires , requests and Complaints related to Data calls
- Maintaining the service level and the abandon calls to ensure the target is achieved
- Maintaining CSAT percentage
- Implementing strategy to reduce data related complaints
- Upselling data products & generating new customers

Cameo Corporate Services Limited
Executive – Customer Support| Coimbatore | Jun 2007 – May 2011

- Handling ROTN “111” prepaid call center
- SPOC for Nodal escalations
- Handling ROTN retailer helpdesk
- Activation/ Deactivation of VAS services
- Handling Network – Mobile number series Port enable calling

Aegis BPO Service Limited
Junior Mobile Assistant – Customer Support | Coimbatore | Dec 2006 – Jun 2007

- Team Management for Inbound calls from Business partners & High ARPU customers (Retailers & HNI Customers)
- Maintaining less than 1 % of abandon calls
- Achieving 99% of Quality Calls for the span of 25 + employees
- Maintaining CSAT @ 99% individual contribution
- Attending Inbound Calls from the customer handling enquires , requests & complaints

EDUCATION

Diploma in Apparel Technology
PSG Polytechnic College - Coimbatore

PERSONAL COMPETENCIES

- Ability to work in a fast-paced environment to set deadlines
- Excellent oral and written correspondence with an exceptional attention to detail
- Enthusiastic self-starter who contributes well to the team
- Good decision maker
- Efficient Team handling skills in Sales & Customer service

PERSONAL INFORMATIONS

Personal Information	
Father Name	Natarajan K
Date of Birth	11-Nov-1985
Marital Status	Married
Languages Known	English / Tamil
Nationality	Indian

Place:

Date: **[Rajalakshmi N]**