

Srinivas Reddy

Cell: +91 7892 679 674/ +91 9743 999 181

Personal Email: srinivas.thalapa.reddy@gmail.com / srinivas.wisdomoutlook@gmail.com

Career Objective:

- Client facing & business operations role that involves SLA management, metric supervision, people management & maintaining staffing to meet any challenges with business.
 - Queue monitoring & ensuring the queues are distributed equally.
 - Dealing with complex business issues or requirements & handling escalations.
 - Prioritizing any ADHOC request from clients & sustaining the primary SLA's & doing RCA's for impacted SLA's.
 - Attending the client calls to share the current statistics & discussing the highlights, lowlights & way forward towards a smooth business delivery.
 - Dealing with people issues & providing the support that is required for an individual to work without burden.
 - Preparing scorecards for the team & having discussions based on it.
 - Conducting interviews for new joiners & taking sessions for the team on business policies.
 - Updating BE/ OE documents & ensuring that the team is aware of it.
-

Summary of Skills:

- * Principles and methods of customer service.
 - * Professional interaction with customers and coworkers, both in verbal and written.
 - * Prioritizing work and completing task with minimum supervision
 - * Knowledge of computer applications like Microsoft Office and Web browser
 - * Stress tolerance and has the ability to meet tight deadlines
 - * Coordinating with stakeholders and get the task completed within the given timeframe.
 - * Incident management/ Change Management/ Problem Management/ RCA.
 - * SLA Management/ Reporting/ Governance calls.
 - * Staffing/ hiring.
 - * Escalation management.
 - * Roster & Scheduling.
 - * Monitoring & Feedback.
 - * Team Management/ Handling.
 - * Well versed with Voice, Email and Chat process.
-

Educational Summary:

Degree	Year of Passing	Board
S S L C	2004	Karnataka Secondary Education Examination Board
Diploma in Electricals & Electronics Engineering	2007	Directorate of Technical Education
Bachelor of Computer Applications	Pursuing	Bangalore North University

Tools & Applications:

Citrix
ITAM/ ITSM
Microsoft Azure
V Cloud Air
IBM Soft-layer
Service-Now
Amazon Web Services
Microsoft Office
O365
Log-me in (LMI)

Work Experience:

Organization: National Educational Development Foundation

Designation: Operations Lead

Duration: May 2019 to Dec 2020

Responsible for analyzing conversion of prospects/ leads post-acquisition and implement plans to improve performance. Collaborate with the marketing team to plan marketing campaigns based on previous performance. Process planning and improved customer experience keeping cost in mind. Analyze high grievance areas to suggest/ implement new strategies to improve customer satisfaction. Resource utilization, workforce planning, leadership & people management. Determine training needs for the team members.

Organization: Accenture Services Pvt. Ltd.

Duration: Dec 2009 to Feb 2019

Designation: S/W Application Senior Analyst (Team Lead)

Deal: IS_Jump (Desktop Management/ BestBuy Geek-squad)

Duration: Sep 2017 to Feb 2019

Tracking of chat queue on an hourly basis and providing feedback to the agents to work on meeting the client metrics. Monitoring, coaching and giving feedback/ floor support to resolve the issues via chat and complete the session within timeframe. Coordinating with onshore teams if any escalations/ handing of the sessions after shift and representing IDC (India Delivery Center) on daily/ weekly/ monthly governance calls. Scheduling/ WFM

Designation: Service Delivery Ops Senior Analyst (Team Lead)

Deal: NA Claims (Financial & Accounting)

Duration: July 2016 to Aug 2017

Process Claims for US clients (HP) as per the norms and validate accordingly. Liaise with other support teams, product teams or stakeholders as required to resolve requests/issues in a timely manner. Ensure proper documentation, notification, escalation, and tracking all the invoices received from partner (Amazon). Day to day tracking of incoming, pending, rejected and paid claims for the weekly review. Getting the team to meet all the SLA's on a timely manner to avoid any escalations and assist team whenever required to complete the assigned task.

Designation: Service Delivery Ops Analyst (Shift Lead)

Deal: ACCBS GDM FoH (Cloud Service Desk)

Duration: Feb 2014 to June 2016

Provide functional and/or technical support for resolution of customer problems, incidents, issues, requests and queries. Liaise with other support teams, product teams or stakeholders as required to resolve requests/issues in a timely manner. Ensure proper documentation, notification, tracking and escalation when required; follow up of all the incidents. Primary responsibilities are focused on customer satisfactions and issue resolution. Leading the team to resolve high priority tickets, making sure there is minimal business interruption for the client and also was part of Incident management, Change management, Problem management team.

Designation: Customer support representative (SME)

Deal: ACCBS FELIX

Duration: March 2012 to Jan 2014

Provide functional and/or technical support for resolution of customer problems, incidents, issues, requests and queries. Liaise with other support teams, or product teams as required to resolve requests/issues in a timely manner. Ensure proper documentation, notification, escalation, tracking and follow up of all incidents. Primary responsibilities are focused on customer contact.

Designation: Customer support representative

Deal: ACCBS ZETTA (FMC)

Duration: Dec 2009 to Feb 2012

To deliver exceptional customer service and resolving the issues of all Virgin Media customers. To adhere to the processes and procedures in relation to dealing with inbound and outbound calls. Provide quality information to internal and external customers. To achieve individual SLA's, targets and objectives in line with company guidelines and team leader direction.

Achievements:

- Won I-Pad and X-box for topping the Resolve rate metric globally.
- Been the top across all the centers globally on Resolve rate metric.
- Won Summit Awards for exceeding expectations on performance factors in Zetta, Felix, Cloud Service Desk, NA Claims projects and Desktop Management.
- Actively involved in bringing the scores up on key metrics for the center.

Personal Details:

Name: Srinivaslu Thalapa Reddy

Date of Birth: 28-Sep-1986

Employment Status: Full time

Relationship status: Married

Address: No. 45, Lakkappa Layout Main Road, Vidyananyapura Post, Singapura, Bangalore – 560 097.
