**CURRUCULUM VITAE**

SASIDHAR REDDY.M

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**ABOUT MYSELF**

**To be part of an organization where my skills and knowledge as an individual and as a team member is utilized and acquiring new skills leading to the achievement of overall organization goals.**

**EDUCATIONAL QUALIFICATION**

* **S.S.C from VIVEKNANDA HIGH SCHOLL in the year 2007**
* **PUC from NARAYANA JR. COLLAGE in the year 2009**
* **B.E Computer Science from Arni University in the Year 2014.**

**OTHER QUALIFICATION: -**

* **Knowledge in Computer MS-Excel, MS-Windows, MS-Office and well conversant with Internet.**
* **Soft Skills Training – Attended soft skill training program conducted by SSEC  
    
    
  EXPREANCE: -**

**Working with MPHASIS (AN HP COMP) BPO (A.P.P. PROCESS) DEC 12th 2014 to AUG 31st, 2015**

**Designation: -CUSTOMER SUPPORT OFFICER (08 months)**

**Key Accomplishments:**

* **Handling customers of postpaid (KARNATAKA & A.P).**
* **Meet the Difficulties of customer queries.**
* **Motivating existing customers to use new & upcoming VAs.**
* **Achieving all types of targets.**
* **Handling the GPRS help desk.**
* **Handling the higher escalation calls. & 4G & 3G enquiry calls.**

**Working with HGS BPO (A.P.P. PROCESS) SEP 1st, 2015 to DEC 31st, 2016**

**Designation: CUSTOMER SUPPORT OFFICER (1YEAR 04 Months)**

**Key Accomplishments:**

* **Handling the higher escalation calls.**
* **Escalating any Issues & resolved.**
* **Activation with in TAT.**
* **Solving Issues of 4G Data cards & Giving Troubleshooting of connections**
* **Handling Distributor & Customer queries.**
* **Verify customer documents.**
* **Activated customer’s postpaid new connection.**

**Company Name: Fusion bpo services Pvt. Ltd.**

**Experience : 03Y (From Nov 07th 2019 to Oct 22nd 2022)**

**Position : Quality Analyst**

**Process : E-Comers Voice Inbound & Outbound, Farmiso SG (seller Growth) and Email Team**

**Career - Key Responsibilities**

* **Being a part of Quality & Training Reviews**
* **Being a part of calibration & reducing the variance <5%**
* **Driving NHT (New Hire Training) & TNI (Training Need Improvement-Refresher)**
* **BQM & PIP Managed to ensure the business does get the real impact**
* **Initiate and drive projects to increase customer satisfaction, productivity and process Quality**
* **Identify process gaps and work on process improvement to achieve enhanced productivity**
* **Set goals and deliverables for the team to carry out their activities (KPIs)**
* **Monitor individual performance and guide, coach and motivate them to achieve individual as well as team goals**
* **Audit Inbound calls & Email Tickets for each IB team Members as per parameters.**
* **Auditing 35 In a day CQ, D-sat & Complaints Audits.**
* **Quality, Process critical and skill critical score every 15 Days.**
* **Regular Interaction with Team to enhance Competency.**
* **On Demand support.**
* **Review Performance One on One every 2nd Week in a Month.**
* **Sharing the need to improvement & performing well list with each individual.**
* **Documenting the FAQs and doing the need analysis.**
* **Call Listing Session activity conducting twice in a week.**
* **Providing coaching to agents to improve their quality of conversation with Customers.**

**Major Feedback Model Used -Training & Quality**

* **Aggressive**
* **BEEF (Behavior, Example, Effect, Future)**
* **Sand witch**
* **One on One**
* **Brain storm if necessary**

**Summary of the profile**

* **4+ Yrs. of call center experience by heading T&Q**

**Being a part of Inbound & Outbound businesses**

* **Good at speaking multiple languages such as Kannada, Telugu, & English, Hindi (Manageable)**
* **Excel in Excel & PowerPoint**
* **Good at Successive plan in creating next generation for every role I’m playing**
* **Strong analytical ability and Listening skills.**

**Additional Responsibility**

* **Managed to lead Training & Quality for the 2 Years 8 months which the Manger supposed to do that.**

**Skill Set**

* **Microsoft Office – Excel, Power point& word**
* **Inbuilt QC tools (Power BI - Product)**

**Personal Info**

**Full Name : Sasidhar Reddy M**

**Nationality : Indian**

**Language Known : Kannada, Telugu, and English.**

**Native : Andhra Pradesh, Proddatur**

**Current Location : Bangalore, Electronic City-1**

**Reference : Would be provided on request**

**Declaration**

**I hereby declare that the information provided by meare true to the best of my knowledge.**

**Place:** **Proddatur Yours sincerely,**

**Date: 19-May-23** **Sasidhar Reddy M**