

S. Aruna

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PROFESSIONAL

SYNOPSIS

Organization : Cognizant

Role : Team Manager

Duration : Sep 01 2021 - till date

Organization : Cognizant

Role : Team Lead

Duration : Jan 03 2020 - Aug 31 2021 (Transition)

Organization : Infosys BPO Limited

Role : Quality Specialist

Duration : Feb 2016 - Jan 3rd 2020(Transition)

Organization : Global Logic Pvt. Ltd.

Role : Quality Analyst

Duration : Nov 2010 - Feb 2016

- Pre & Primary Teacher Training Certification from Asian College of Teacher (April - 2024)

Work profile:

Team Manager:

- Weekly reviews with the client to emphasis on the grey areas and implementing new methodolgy to curb the errors
- Planning and setting goals for the team
- Conducting performance evaluations of employees
- Supporting employees with training and development activities
- Monitoring team performance to ensure SLAs are met

Team Lead:

- Handling a team of 35 with different sub process and reviewing there quality and production.
- Analysising the problem areas and providing timely feedback to improve the quality of the product.
- Rolling out weekly reports to the team of there preformance.
- Conducting QIPs to improve the overall quality of the process.
- Work allcoations of the team members.

Quality Analyst:

- Analysis of the work done by the operators.
- Provided necessary feedback to the operations team.
- Handle a team of 4 and assist them in quality analysis.
- Played a crucial role in enforcing product policies for the operations team that led to enhanced user experience.
- Ensure product safety by reporting/raising bugs by syncing with the engineering team. • Validate, test, and prioritize ops escalations for Google Map Maker.
- Designated point of contact for weekly, monthly quality reports.
- Review and update internal processes and policy documentation.
- Work with quality control teams to identify grey areas within user and product policies.

Geo Content Reviewer:

- Reviewing and analyzing user generated mapping content.
- Evaluate data sources & get them ingested onto Maps
- Met and exceeded productivity and quality goals.

- Worked with proprietary software to edit and maintain maps.

Organization : BA Continuum Solutions Pvt. Ltd

Role : Customer Solutions Representative

Duration : Jul 05 – Feb 07

Responsibilities:

Customer service agent (E-mail process).

- Solving the customer queries through E-mails.
- Educating and supporting the customer with all banking related queries like account opening and closing, issuing debit & credit cards, overdraft fee, wire transfers etc. • Update customer details in the bank's data base and make the relevant credit and debits as requested by the customer.
- The process is largely integrated with the system and correlates with the work done by the associates at the branch and allied phone services.

SCHOLASTIC

- Apr 2005 - Bachelor of Science from Bhavan's Vivekananda Degree College, Osmania University
- Apr 2002 – Intermediate in Maths, Physics and Chemistry from Bhavan's Sri Aurbindo Junior College
- Apr 2000 – CBSE