

SOWMYA THAVAKURUSSI

Mobile:9446729277

E-Mail: sowmya.thavakurussi@gmail.com

Location : Mysore,KA

Profile Summary

A performance oriented professional with proven business acumen and record of achievements developed in over **8+years** as Executive. My combination of FMCG-Channel Marketing, IT-Service Delivery, BPM- Customer Service (Voice)has helped me sharpen my skills, values, and my limits. Targeting challenging assignments in **Quality Analysis / Customer Servicing / Operations Management** with a reputed organisation, preferably in **E-commerce / Manufacturing / IT Industry**.

SKILL

- Sales Force Tool
- Lean Six Sigma methodologies and tools
- ITIL Process
- Incident Management
- Service-Level Agreements (SLA)

PERSONAL DETAILS

LANGUAGE KNOWN

English
Hindi
Kannada
Malayalam
Tamil

EDUCATION

B.Com. from JSS Women College (Mysore University), Mysore in 2007

Certification & Training

- Lean Six Sigma (Black Belt) from American Society for Quality (ASQ) in 2020
- Lean Six Sigma (Green Belt) from American Society for Quality (ASQ) in 2019
- Service Desk and ITIL Processes and Service Functions (Fundamentals to Manage IT Services)
- Management and Leadership - Modern Leaders Training

Notable Accomplishments Across the Career

- Conferred with "**Mind Reader for Customer Satisfaction**" Award for being the Top Performer across the floor by successfully fixing the customer complaints in Infosys BPO in 2009
- Recognised as the **Best Performer** in Q1 for attending maximum calls and resolving customer issues in Infosys BPO in 2009
- Adjudged as **Trail Blazer** for the Team in Q2 for providing exceptional customer care service at Hinduja Global Solutions in 2008
- Secured the highest appraisals rating for **exceeding expectation** for two consecutive years in Wipro Infotech from 2011 to 2013
- Rewarded CSAT for contribution to the growth of the business in Wipro Infotech in Q1 of 2011-2012 and Q3 of 2012-2013

Work Experience

Sales Force Automation Executive

N. RANGA RAO & SONS PVT. LTD. (Cycle Pure Agarbatti)

Sep 2017 - Present

- Handling Sales Force Automation initiatives for Kerala, Odisha, Bihar, Jharkhand, Madhya Pradesh, Chhattisgarh, and Mumbai for Agarbatti business (Cycle Pure Agarbatti).
- Prepare various reports on productivity analysis, to ensure optimum operational efficiency, value-adding functions and improve service quality
- Identify the white space for New Selling Arrangement rollout, areas for improvement in channel structure
- Analyse sales data, and utilize the information to make recommendations on channel products, product promotions, product discontinuations, cost improvements and product assortment/mix

- Through alliance with other internal departments, working collaboratively in a team environment with colleagues and senior leadership.
- Sales training and development -Managing and leading team of 5 employees, providing required training related to QMS and sales force automation

Service Desk Executive

Jan 2010 - Mar 2013

WIPRO LIMITED

- Collaborated with internal partners to effectively resolve user Incident or Service Request issues.
- Addressed user service concerns and decided when to escalate problems to specialist team members.
- Enhanced collaboration between team members by preparing meeting materials and taking clear notes to distribute to stakeholders.
- Oversaw inventory activities, including ordering and requisitions, stocking and shipment receiving.
- Accountable and responsible for Major Telecom account pan India. Been the central point of contact between the User and IT Service Management.

Process Executive

Aug 2009 - Oct 2010

INFOSYS BPM

- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Entered customer interaction details in internal tool to track requests, document problems and record solutions offered.
- Enhanced productivity by staying on top of call scripts and maintaining control over direction of conversations.
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Researched issues through identification of similar past problems and recommended most appropriate solution.
- Resolved customer complaints and addressed emergency requests and needs.

Customer Relations Officer

Jul 2007 - Aug 2008

HINDUJA GROUP LIMITED

- Document all call information according to standard operating procedures.
- Recognize, document, and alert the management team of trends in customer calls.
- Research, identify, and resolve customer complaints using applicable software.
- Monitoring calls and assess agent performance.

Projects undertaken under the current role

Cleansing of complex data using automation tool w.r.t Route mapping to Distributor, resulting in:-

- *Competitive advantage in terms of cost, revenue, and market share. Timely information regarding the sales.*
- *Accurately forecast sales, with the help of past sales data.*
- *Efficient utilization of scarce resources.*
- *Saved time in preparing various reports for Management.*
- *Optimum utilization of staff members.*

Played a major role in tagging types of distributor, in DMS (Distributor Management System), resulting in:-

- *Effective insights into the inventory, offering a real-time picture.*
- *Down-stream supply chain, helped in control promotions*
- *Improved productivity*
- *Streamline inventory and sales processes, and distributor claims – get accurate, reliable data on sales*