

# Jyothi Shree Puttaraju

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## PROFESSIONAL EXPERIENCE

**Organization: Wipro Limited (March 2020 - Present)**

***Assistant Manager***

- Analyzed performance and quality standard reviews to ensure outcomes met client expectations
- Identified process improvement opportunities to drive operational efficiencies as needed
- Supported senior management in strategic analysis of the market and to position the business for growth potential
- Developed employee performance plans based on job responsibilities and set clear expectations for each position in the department.
- Oversaw all aspects of payroll processing for the entire organization with emphasis on accuracy and timeliness.
- Coordinated work schedules among staff members to ensure coverage during peak times at the store level while maintaining labor budget guidelines.
- Maintained knowledge of current laws and regulations regarding personnel practices within retail organizations and implemented procedures that comply with these requirements.
- Delegating tasks and set deadlines for your internal team
- Participate in activities designed to improve customer satisfaction and business performance
- Assist with metric reporting and Case and Order ticket requests in a timely fashion
- Monitor achievements against the SLA's and produce monthly reports of service achievements to users and Service Delivery managers
- Establish and obtain agreement on service level monitoring procedures and penalties, where required
- Establish formal escalation procedures and rules of engagement and incorporate in SLA

**Organization: HCL Technologies (September 2019 - January 2020)**

***Product Support***

- HCL acquired many products from IBM which provides licensing and support
- We support customer across world and have language support
- Experience in working with ServiceNow
- Provided technical support for first call resolution of 75+ reported issues weekly via telephone and email
- Proven success working in high-volume, 24x7 technical call centers. Demonstrated strengths in rapidly diagnosing, troubleshooting and resolving client issues.
- Consistently praised for communicating effectively with both technical and nontechnical users. Known for excellent problem-solving skills and patience in dealing with frustrated users.

**Organization: Accenture (July 2015 - Feb 2017)**

***Role: Senior Associate***

We were into P2P that is Procure to Pay helpdesk, resolving queries on call and on email for an Australian Client. Buddy up with the new joiners and took initiative for creating training PPT and knowledge base for the process.

- Support procurement team with regards to purchase orders and invoice processing

- Supported Australian client, worked in Citrix environment
- Assisted users to place orders and procure items with regards to the terms and condition
- Experience in working with Oracle and SAP environment
- Responsible for coordinating the job within the team to meet metrics. Is the primary contact for the Team
- Analyzing and rectifying any issues while submitting the claims
- Identified and evaluated opportunities improving the process and customer experience

**Organization:** IND-US Target LLC, Bangalore (February 2012 - September 2014)

***Team Leader***

Ind-US TARGET LLC ....a professional Job Placement Company nestled in the rolling prairies of north-central Texas, Dallas, sophisticated, bustling metropolis that has earned its reputation in the marketplace of the world, is a premiere solution provider to the employment needs of Corporations as well as Job Seekers across the USA.

- Client Management
- Handling Client Interaction and acting as a SPOC with key Clients in an efficient manner while ensuring
- maximum client satisfaction.
- Gathering new requisitions from existing clients.
- Individual interaction with clients & handling their exclusive assignments. • Confidentially taking care of their urgent requisitions.
- Brief new hires about effective recruiting techniques, company policies and procedures. • Providing training to the new Joinee.
- Assigning the task and assessing the performance of the juniors.

**EDUCATION:** CV Raman University *BCA (2015)*

**CERTIFICATE:**

Lean Six Sigma Yellow Belt

People Management (Great Learning)

**Key skills:** Continuous improvement, Operational Excellence, Quality Assurance, Process Improvement and Excellence

**Other Skills:** MS Excel, Outlook, Word, Team Management, Communication, Problem Solving, Problem solving and decision-making

**LANGUAGES:** Kannada, Telugu, English and Tamil

Regards,  
Jyothi Shree P