**Jyothi Vadapalli**

**+91-9160024306**

**jyothe.rao@gmail.com**

 Exceptional Operations Team Leader understands how to motivate plan track and monitor achievement of operational goals. Possesses seasoned abilities with identification of operational issues and the methods to address them. Brings a Bachelor’s degree in Business Management along with 1.7 years of operational team leader experience.

# Professional Profile

* Strong team-building skills
* Coordinating project
* Managing Events as per requirement.
* Able to effectively assess operational inefficiencies
* Exceptionally talented at devising appropriate goals
* Good knowledge of measurable tasks
* Competent at social, oral and written communication
* Excellent goal tracking and report writing

# Key Skills

* Account Management, Customer Retention, and Timely Follow up of escalated cases.
* Rapport Building, Client Training, Billing and Order Management.
* Excellent communication skills with a focus on Customer Service, Customer Retention.

# Areas of Expertise

* Mentored and guided employees ensuring all were trained in product knowledge and capable of performing assigned duties.
* Demonstrated knowledge of company's mission, purpose, goals, and the ability to help employees successfully achieve them.
* Assumed the criteria and responsibility of a team leader by creating more production in the department to grow and exceed all sales, plans, and goals.
* Adhered to rigorous standards for customer service, merchandising, operational safety and the store security policies and guidelines.

**PERSONAL**

* Well presented, polite, tactful and friendly.
* Able to handle aggressive behavior and take control of difficult situations. Having a natural flair for talking to people.
* Ability to build rapport effectively and identify solutions to customer’s needs. Able to handle unreasonable expectations.
* Determined to learn with practical approach and do hard work
* Easy mingling person with everyone and can cope up with different and difficult situations.

# Career Recital

**Customer Service Executive ( 2018 –2019)**

Healthfolks.com

* Proven experience providing customer support in busy call center environments for health industry employers.
* An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
* Strategic-relationship and partnership-building skills—listen attentively, solve problems creatively and use tact and diplomacy to achieve win-win outcomes.

**Recovery Specialist ( 2014 –2015)**

AFS Technologies Services

* Handling UPS & Fed-ex invoice auditing.
* Handled a team of 8 -10 agents during OJT (On Job Training ) ,helping them to cope up with the chat procedure ,to handle Live chats, giving them immediate feedback to improve the performance
* Handling UPS & Fed-ex refunds of assigned clients.
* Handling queries over email & calls.
* Preparing daily team report on performance and statistics.
* Assist the manager / team leader in all tasks.
* Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices.
* Building up good rapport with colleagues & other team members for efficient work results.
* Undertaking responsibilities of removing unnecessary procedures in process for efficient functioning.

# Academic Profile

 **2015** Bachelor’s in Management Studies (BMS) from Indian School of Business Management and Administration.

 **2005** Intermediate from St. Theresa's Autonomous College for Women

 **2002** SSC from SGAJMV High School Eluru

 Personal Snippets

 Sex : Female.

 Languages Known : English, Marathi, Telugu and Hindi

 Status : Single

 Hobbies : Travelling & Listening to Music.

Preferences

 Willing to Relocate : Yes

 Availability : Immediate

I hereby declare that information given above is true to best of my knowledge.

Date:

Signature

**V Jyothi**