

T. BALA KRISHNA RAO

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Krishna Park, Khanpur,
New Delhi, DL : 110062



Professional Summary

Results-oriented Operations Team Leader with flexible and creative approach to handling routine and complex operational challenges. Clear and disciplined with skill in inspiring employees to meet and exceed performance targets.

Skills

- Fast Learning
- Customer Support & Complaint Resolution
- Quality Management
- Training & Refreshments
- Telephone etiquette

Work History

KAMDHENU LTD. (AS TEAM LEADER) *04/2018 to CURRENT*

- Trained, mentored and directed team of 32 warehouses across pan india
- Helped to increase sales and customer retention by managing implementation new marketing and service strategies
- Produced detailed reports outlining performance against benchmarks
- Contributed to interviewing process and made new hire recommendations.
- Interacted with customers professionally by phone, email or in-person to provide information and directed to desired staff members.
- Communicated corporate scheme's and offers across all divisions through regular correspondence and scheduled status updates
- Oversaw office inventory activities, including ordering and requisitions, stocking and shipment receiving.
- Maintained routine communication with clients to assess overall satisfaction, resolve complaints and promote new offerings.
- Participated in events and Customer meets
- Built strong relationships with customers through positive attitude and attentive response
- Coordinated weekly meetings for internal and external groups, including tele-conferences and videoconferences interacting with all levels of management.
- Communicated with vendors regarding back order availability, future inventory and special orders

DISHTV (AS QUALITY AUDITOR)

10/2016 to 08/2017

- Reviewed work instructions and production strategies to verify compliance with established standards.
- Conducted investigations into questionable test results
- Recorded and organized test data for report generation and analysis
- Delivered third-party audit services at client locations, keeping operations in compliance with regulatory requirements and ISO standards.
- Completed timely quality reports highlighting deficiencies and recommending corrective actions.

LG'S (AS QUALITY AUDITOR)

12/2012 to 07/2016

- Listened to calls either recorded live or side-by-side while communicating feedback
- Identified calls falling to meet predefined standards and identified the problem.
- Encouraged good practices and discouraged bad ones.
- Implemented agent training and coaching initiatives
- Understood the priority of the organization and evaluated call behaviors for regulatory compliance and adherence to policy
- Provided customer feedback and internal compliance feedback to management
- Work on MIS data. (Daily Reports, Performances)

ELGI EQUIPMENTS (AS EXE.)

07/2011 to 11/2012

- Issue and post bills, receipts and invoices
- Assume the responsibility of receiving and sorting incoming payments with attention to credibility

EDUCATION

GRADUATE (B.Arts)

- Completed from Barasat College, West Bengal State University in 2010 with 52%
- 10th & 12th completed from Dum Dum Airport Hindi High School, West Bengal Board & Council of Higher Secondary Education

Personal Information

Father Name	_____	T. Babu Rao
Date of Birth	_____	27/12/1989
Nationality	_____	Indian
Gender	_____	Male
Marital Status	_____	Married
Language Known	_____	Telugu, Hindi, English & Bangla

Place:

Signature