**Margaret Reddy**

Contact: +91 8433501676

Email: maggie.reddy0303@gmail.com

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**Profile Summary**

* A Competent professional with nearly 15 years of experience in:
* Operations Management - Process Management - Data Reconciliation
* Client Relationship Management - People Management - Governance & Compliance
* An active team player with a proven track record of establishing procedures, SOPs, streamlining processes, employee engagement and creating great work environment to enhance efficiency effectively
* Excellent interpersonal skills with problem solving, logical thinking and analytical abilities
* Possess the ability of controlling multiple assignments and tasks at a same time. Prioritize and make decision to suit the real condition to complete tasks within scheduled time
* Well versed with ISMS implementation and COPC CSP standards

**Core Competencies**

* Mapping client requirements and coordinating, developing and implementing processes in line with guidelines
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
* Preparing MIS reports with a view to apprise management of the process performance and assist in critical decision-making process
* Accessing customer & employee feedback, evaluating areas of improvement & providing critical feedback to relevant function on improvements thereby achieving higher customer and employee satisfaction
* Conducting internal process audits & process reviews for ensuring strict adherence to the process parameters/systems as per defined guidelines

**Major Projects:**

* Creating Standard Operating Process documents for the entire business
* Active member of COPC core team which got the Organization certified to COPC ver 4.4
* Got the Organization recertified to COPC ver 5.0 as a certified Registered Coordinator
* Single handed managed the certification to ISO audits conducted by BSI year on year for the Telecom account
* SPOC to get the Due Diligence completed as per requirement set from the client

**Trainings Completed:**

* COPC
* ISMS (ISO 27001, ISO 9001, ISO 23001, ISO 14001, ISO 18001), PCI DSS
* LEAN, Six Sigma Yellow Belt

**Work Experience**

**CommVersion Solutions Pvt. Ltd**

Role: Operations Manager (July 2018 – Till date)

**Key Responsibilities**:

* Ensure that the day to day operations, planning, coordination and administration are carried out in accordance to Commversion SOPs and Standards.
* Generating sales opportunities in order to meet financial targets.
* Evaluate, analyze and identify opportunities to increase conversion rate and grow list of customers.
* Preparing KPI and MIS reports.
* Prepare weekly and monthly reports of the contractual KPIs for internal and external stakeholders.
* Responsible for an assessment of client training requests and implementation.
* Analyze customer satisfaction reports and quality reports periodically with employees to identify areas of improvement.
* Establish and monitor key risk indicators, as well as implement corrective action plans to mitigate risks.
* Prepare monthly attendance records for the process and ensure prompt submission to the
payroll department.
* Responsible for planning and assessing the FTE requirement as per volume forecasting basis historical data trend.

**Two Degrees Mobile Ltd., Christchurch, NZ**

Role: **Customer Care Specialist** (Jan 2017 – Sep 2017)

Process-wise deputation

Customer service agent Jan’17 – May’17

Secondment to handle Retention project May’17 – Sep’17

**Key Responsibilities**:

* Managing incoming calls and customer service inquiries
* Identifying and assessing customers’ needs to achieve satisfaction
* Generating sales leads that develop into new customers
* Identify opportunity of upselling to existing & new customers
* Solve technical problems related to broadband & Home Phone by end-to-end troubleshooting
* Identify the need to book a technician to resolve the fault at customer’s end

**Initiatives:**

* Proactively nominated self for Retention project “Refuse2Lose”
* Took initiative of data analysis to provide inputs
* Took initiative of in-depth reporting: churned vs retained with top reasons, day vs week vs month trending, gaining competitors,
* Recommended tools required to retain customer against market offer

**Achievements:**

* Awarded Fearless Challenger - July 2017
* Awarded Fearless Challenger (Team) - August 2017
* Successfully completed the Broadband training

**Pumpkin Patch, Christchurch, NZ**

Role: **Retail Assistant** (Nov 2015 – Nov 2016)

Department wise deputation

Temporary Retail Assistant Nov’15 – Feb’16

Permanent Retail Assistant Mar’16 – Nov’16

**Key Responsibilities:**

* Greeting customers & assisting shoppers to find the goods and products they are looking for

Stocking shelves with merchandise & be involved in stock control and management

* Answering queries from customers & guiding customers on product selection if required
* Responsible for processing cash, card payments and Dealing with customer refunds
* Keeping the store tidy and clean, this includes hovering and mopping
* Responsibly dealing with customer complaints
* Responsible for security within the store and being on the lookout for shoplifters
* Keeping up to date with special promotions and putting up displays
* Working within established guidelines, particularly with brands

**Achievement:**

* Awarded Shining Star Performer - May 2016
* Awarded Shining Star Performer - June 2016
* Successfully completed the sales training

**FIS - Global Business Solutions**

Role: **Manager** (Nov 2002 – Sep 2015)

**Growth Path:**

Team Member Nov’02 – Sep’03

Team Coach Oct’03 – Oct’06

Team Leader Nov’06 – Apr’12

Manager May’12 – Sep’15

**Key Responsibilities:**

Operational:

* Handled various line of business successfully (Data, Email, Chat segments)
* Managed team size 15-20 with different complexity processes
* Ensured required operational goals are met consistently
* Effectively handled the team and ensure employee satisfaction to the max
* Kept the team motivated to get the best outcome

Governance & Compliance:

* Manage the Governance & Compliance for 1800+ employees across 2 locations
* Develop and maintain documents required for various operations & business needs
* Perform analysis to convert functional specification into more detailed report taking into account multiple teams, leaders and businesses
* Provide support for Operations team and Support functions for Compliance & Governance matter
* Investigate independently issues raised by internal stakeholders and share the outcome

Client relations:

* Lead an independent team across multiple locations to meet the client contractual requirements
* Single-Point-Of-Contact for all Client documents, Contracts, Audits related job and queries
* Coordinate with client end team to resolve security breaches & incidents
* Investigate independently the issues raised by clients and share an update with the outcome
* Generate a dynamic report for the client basis their need

**Significant Accomplishments:**

* Gained recognition as a certified coordinator of COPC (Customer Operations Performance Center)
* Awarded as Champ & Best Team Manager
* Received Leadership award (for Cost saving, best client relation & high performance)
* Received Elite award (for Outstanding leadership role, excellence in client and business management)

**Academic Details:**

* Graduate Diploma in Entrepreneurship – Innovation in Business Management from

Royal Business College, Christchurch, New Zealand in 2016 with “A” Grade

* HSC from MSG College Malegaon, Nasik (Pune University) in 1994 with 51%
* SSC from PES High School Malegaon, Nasik (Pune University) in 1992 with 70.53%

**Personal Details:**

Date of Birth: 03rd March 1975

Languages Known: English, Hindi, Marathi, Tamil

Hobbies: Music, Dance, Sports