|  |  |
| --- | --- |
| **Laxmi Priya Chaturvedula**  **Customer Relationship| Recruiting | Leadership**  **Mobile: +91 9490312554 | E-Mail:** [**laxmipriyachaturvedula@gmail.com**](mailto:laxmipriyachaturvedula@gmail.com)  **LinkedIn:** [**laxmipriyachaturvedula@gmail.com**](mailto:laxmipriyachaturvedula@gmail.com) **| Best Time to Call: Any time or message.** | |
|  | |
| **PROFILE SUMMARY**   An innovative, assertive and high performing Customer Service Professional with more than 15 years of experience in process improvement and consistently achieving exceptional customer satisfaction ranking   Extensive cross-functional leadership experience across all core business functions with prominence on Customer Service, Business Strategy / Development, Capability Management, Innovation & Business Excellence, Team Building and productivity / performance improvement   Brings an ability to quickly evaluate and weigh trade-offs at key decision points   Hands on experience of supervising employees across different departments in order to facilitate the process of customer service and operations   Well acquainted with excellent monitoring and supervisory skills with an ability to handle multiple tasks and solve customer queries working with team   Demonstrated skills in identifying with customer need and escalate problems without delay to appropriate levels for resolution   Excellent logical & troubleshooting skills; known for accuracy, attention to detail & timeliness in disbursement of functions for diverse-industry employers; experienced in using diplomacy & discretion while handling confidential information   Skilled in performing needs assessments, gathering appropriate documents to evaluate and analyze the functioning dynamics of processes and procedures   Impeccable people management, communication and interpersonal,  presentation and analytical skills in global environment | **KEY SKILLS**   Strategic Planning   Organizational Skills   Time Management   Process Management   Customer Orientation Escalation Management   Communication Strategies   Administrative Skills   Reports Management   Problem Solving Skills   Achievement Orientation   Multi-Tasking Skills   Training and Development   Conflict Management Skills   Training & Development   Performance Management   Operations Management   Customer Relationship Management |



# EDUCATION

 Bachelor of Commerce, Osmania University - 1997

# TECHNICAL SKILLS

 Operating Systems : Windows 95

 Dos Packages: Foxpro and MS Office

 Testing Tools: Manual and Automated Software Testing

# TRAINING

 Pursued Advanced Course in communication Skills and Personality Development from Center for English Language Training, Department of English, University College of Engineering

# CAREER TIMELINE

Previous- Aug 2018- till October 2019 Zumpu software solutions Pvt Ltd(Vforce infotech) Recruiter(Talent Acquisition Specialist).

**Key Deliverable:**

**Developing and executing recruiting.**

**Manage all phases of full cycle of recruiting from initial sourcing and screening through offer negotiations, placement and on boa**rding.

Recruitment Skills:

* **Talent Assessment & Acquisition**
* **Candidate sourcing & screening.**
* **Offer Negotiations.**
* **Placement& On boarding**

## Jul 2017 – Aug 2018 Y / AXIS Visa & Immigration Consultant, Hyderabad JSA (Job Search Artist) Key Deliverable:

 Managing a team four Process Consultants

 Responsible for client job marketing abroad

 Ensuring that the team achieves the assigned targets

 Professionally handling client walk in

## Jan 2016 - Jul 2016 SVC ventures Private Limited Senior Telesales Executive Key Deliverable:

 Reached out to customers via phone and explained the project specifications

 Fixed appointments for site visit and achieved sales targets

## Apr 2010 - Dec 2013 Dell International Services Order Management Associate Key Deliverable:

 Managed the order processing and validations placed by retail customers for Asia Pacific regions on a daily basis

 Verified the specifications and availability to accommodate the customer requirements on appropriate tools

 Updated around 100-300 orders on the tools

 Authenticated other teammates orders entered on the tool on a regular basis to attain the team targets

 Processed the Credit Return Authorization based on repair or return issues from the retailers for EMEA regions

## Highlights:

 Won SPOT award for Q2 FY12 for taking additional team responsibilities to complete the order target of the team

 Winner of ISO 2011 Quiz for GOMC Team held at Dell International Services

## Oct 2007 - Dec 2009 Mahindra Satyam BPO Customer Care Associate Key Deliverable:

 Resolved the queries and insurance details of the dental office

 Handled the claims queries and forwarded the adjustments to the concerned departments for resolutions

# PRECEDING ASSIGNMENTS

|  |  |  |
| --- | --- | --- |
| **Dec 2006 - Jan 2008** | **All India Radio** | **Radio Jockey** |
| **Dec 2005 - Dec 2006** | **24/7** | **Customer Service Executive** |
| **Sep 2004 - Aug 2005** | **M/S.Ayush Therapy Center, HLL Limited** | **Customer Service Executive** |
| **Mar 2011 - Feb 2012** | **M/s. Elbee Express service Ltd.** | **Customer Service Executive** |
| **May 1999 - Sep 2000** | **KMR Telecom** | **Sales Co-coordinator** |
| **Apr 1997 - Mar 1999** | **M/s.National Panasonic** | **Sales Coordinator** |

## References are available upon request