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| SAIKIRAN SRIPALLY  saikiransripally1993@gmail.com  +91-8143603986  https://www.linkedin.com/in/saikiran-sripally-20b05813a | | | |
| A unique and dedicated professional, targeting challenging assignments in **Back-end operations/Process Improvement/ General Administration** within organization of repute.  **Location Preference:** Bangalore, Hyderabad  Profile Summary   * **Result-oriented professional, with 5 years** of experience in Accounts Receivables, HR Operations & Back-End Operations * **Keen customer-centric approach** with skills in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores * **Expertise in managing operations** having KPIs, SLA (Service Level Agreement), Volumes Management, Team Utilization, Quality & Training, CSAT (Customer Satisfaction)and RCAs (Root Cause Analysis) * **Skilled in** managing service operations; understanding client’s requirements and providing services accordingly; leading teams to ensure the accomplishment of service deliverable * Successfully managed & processed **income cheque and payment statements from 14 countries** (Italy, Mexico, Spain, Singapore, Malaysia, Taiwan, Canada, India, Thailand, Australia, Korea, England, Argentina, and Japan) in subsystem * **Expertise in Account receivables** with knowledge & understanding of preparing monthly processed & unprocessed reports and creating a lead request * **Supervising customer service operations for rendering and achieving quality services** as well as optimizing client satisfaction levels and generating additional avenues for business * **Managing relationships with clients** to achieve quality product & service norms by resolving service related critical issues * **Service-focused, dedicated professional with profound administration skills** in ensuring that **operations run smoothly** * Excels in **identifying process gaps and risk** to streamline the process & resolve it timely * An **effective communicator** with excellent relationship building and interpersonal skills backed by strong analytical, problem-solving and organizational capabilities   Core Competencies  ***Customer Relationship Management SOP Implementation/SLA Monitoring Transaction Monitoring***  ***Process Quality Implementation Risk Management Process Improvement***  ***Escalation Management Stakeholder Engagements General Administration***  ***Reporting & Documentation*** ***People Management*** | | | |
| Work Experience | | | |
| **Sep’16 to Apr’20**  **May’15 to Aug’16** | |  | **Genpact, Hyderabad as Process Developer (SME)**  **VFS Global, Begumpet, Hyderabad as Officers Operations-US Visa application Centre**  **Key Result Areas:**   * Spearheaded a team of 10 members and communicated overall organizational directives as HR SPOC for entire process * Drove teams for maximum employee participation to achieve the desired team approach * Ensured employees were at work on time, actively engaged in their assigned departments and conforming to established safety regulations * Monitored that all company policies were followed * Analyzed performance and provided immediate feedback to the team members |
|  |  | | * Assisted in the short-term resolution of emergencies such as injuries; observed safety issues, attendance issues, conduct, and so on * Provided input to Production Supervisor for:   + Reporting reasons for manufacturing/production   + Employee performance/conduct   + Process flow * Streamlined data collection system; managed time and attendance for assigned employees accurately * Worked in collaboration with Production Supervisor to ensure that departmental goals are achieved * Processed income received from publishers in monthly, quarterly and half-yearly reports * Prepared monthly processed and unprocessed reports; created lead request & assigned to the client for the approval * Managed client McGraw Hill-a book publishing company; received a request from them to assign respective rights * Received cheque and payment statements from 14 countries (Italy, Mexico, Spain, Singapore, Malaysia, Taiwan, Canada, India, Thailand, Australia, Korea, England, Argentina, and Japan) and processed the income in the subsystem * Guided publisher for better experience in sales |
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| Education | | | |
| **2015**  **2012**  **2009** |  | | **B.Com.** from Keshav Memorial Institute of Commerce and Science, Narayanaguda, Osmania University    **12th** from Pragathi Maha Vidyalaya Junior College, Hyderabad  **10th** from Sri Sai Vidyalaya High School, Hyderabad |
| PEROSNAL DETAILS | | | |
| |  |  | | --- | --- | | **Date of Birth**:  **Languages Known:** | 19th March 1993  English, Telugu & Hindi | | **Address**: | House No.- 6-1-159/ Flat No.-103 Sriven Ascot, Backside Chilkalguda Wesley Church, Padma Rao Nagar, Secunderabad - 500061 | | | | |