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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, HyderabadProfile 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
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|  |  | * 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 |
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| **Date of Birth**: **Languages Known:** | 19th March 1993English, Telugu & Hindi |
| **Address**: | House No.- 6-1-159/ Flat No.-103 Sriven Ascot, Backside Chilkalguda Wesley Church, Padma Rao Nagar, Secunderabad - 500061 |

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