Masabtank, Hyderabad, Telangana-500028

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**Pogula Karthik**

**Data Management | Staff Management | Administration | TRAINING**

A perseverant individual with a strong drive to succeed even in the most challenging and demanding situations. Proficient and skilled in account management and understanding the needs of customers. Hard working professional with a proactive attitude, capable of thinking out of the box and implementing them with efficiency.

**Summary of Skills and Experience**

Over 10 years’ experience in the areas of business operations, Insurance and Client Servicing in the service industry.

Proficiently managing MIS reporting. Migrated and transitioned major Outbound and Inbound Process like Insurance, Online Sales, and Account openings. Excellent interpersonal and organizational skills with proven abilities in team customer relationship management and planning.

**Executive Experience Details**

**Operations Manager – Mind Tree (Magna infotech payroll), Hyderabad, India**

**July 2019 – April 2020**

**Job role:**

* Attend all scheduled meetings (FDR, WBR, Weekly calls with team and Operation Managers)
* Need to address any action items or inputs received from the daily and weekly meetings
* Review at least 5 cases each day and add review comments for SE to follow
* Monitor and address any on floor issues during the shifts
* Addressing quality and operation issues with the engineers, if any and take corrective actions to fix them.
* Addressing any customer escalations reported and make sure to discuss and take corrective actions on the case and the engineer to avoid this in future.
* Proactively communicate with the customers for aged cases and perform mid recovery to avoid bad CPE or escalations.

**Senior Team Lead – Diageo Business Services, Bengaluru, India**

**April 2018 – Dec 2018**

**Job role:**

In my current role I am responsible to coordinate the whole process of data collection, work on data automation processes and support data and process improvements, to support the project to be successful as well as to support that we have an ongoing sustainable approach to data.

* Coordinate the end to end process of data collection process
* Weekly status calls with the stakeholders and Data governance teams
* Managing productivity, quality and turnaround time for the entire section and clients and Agree with data providers in data delivery plans
* Prepare Data from based on the Power BI Dashboards and update them on a daily basis as per the business requirement.
* Ensure aligned, up-to-date data plan is in place.
* Work with Marketing Effectiveness team to be aligned with business plans
* Mentored associates in ramp up to achieve productivity, leading to good customer experience, ensured continuous support to the team members for bringing about improvement in their productivity and quality

**Team Lead – Accenture Solutions Pvt Ltd, Hyderabad, India**

**June 2017 – April 2018**

**Job role:**

In my current role I am responsible to prepare Progress Reports using SQL and MS Office. These are informative reports for management and clients to update them daily on SLA, Data maintenance and validation of all team members, agents. SPOC for multiple teams in collation and acquiring data for MBR

* Working with world’s largest software manufacturer
* In-depth understanding of analytical reports needed by business Executives
* Prepare Data from based on the Power BI Dashboards and update them on a daily basis as per the business requirement.
* Managing productivity, quality and turnaround time for the entire section and clients.
* SPOC for gathering new report requirements and worked closely with the development and Tech teams.
* Providing feedback and recommending remedial actions to the associates on a daily basis on KRA’s
* Mentored associates in ramp up to achieve productivity, leading to good customer experience, ensured continuous support to the team members for bringing about improvement in their productivity and quality

**Achievements**

* **Star Business Award:** Received Award for Quarterly best performance in 2017

**BI Analyst – Vayaa Systems, Hyderabad, India**

**August 2015 – January 2017**

**Job role:**

In my current role I am responsible to develop reports using Tableau as a development tool and SQL as a database and MS Office for Retail, Manufacturing, Healthcare Clients. Prepare Data Visualization Dashboards and update them on a daily basis on SLA, Data maintenance and validation.

* Worked with 12 US Clients
* 1+ years of experience on Tableau.
* 1000-man hours of experience on Tableau
* In-depth understanding of analytical reports needed by Top Management
* Provided and maintained content on Tableau multiple clients.
* Was responsible for Tableau Server Upgrade from 8.1 to 9.2 on Dev and Production Environments.

**Responsibilities:**

* Provided multiple demonstrations of Tableau functionalities and efficient data visualizations approaches using Tableau to the senior management at the client as part of the BI Team.
* Involved in data validation of the results in Tableau by validating the numbers against the data in the database tables by querying on the database.
* Was responsible for Tableau Server Upgrade from 8.1 to 9.2 on Dev and Production Environments.
* Designed Data Extracts, Schedules for Background Tasks and Incremental Refresh for the weekly and monthly dashboard reports on Tableau Server.

Environment: Tableau Desktop 9.2, Tableau Desktop 8.1, Tableau Server, Netezza, Aginity , SQL

Server 2012, MS Office 2010

**Additional responsibilities**

* Managing productivity, quality and turnaround time for the entire section and clients.
* SPOC for gathering new report requirements from the Clients and worked closely with the development and Tech teams.

**Process Specialist – Cognizant Technology Solutions, Hyderabad, India**

**Mar 2012 – Feb 2015**

**Job role:**

In my current role I am responsible to prepare Progress Reports using SQL and MS Office for Insurance Process. These are informative reports for management and clients to update them on a daily basis on SLA, Data maintenance and validation of all team members, agents and validators for the administration department and SPOC for multiple teams in collation and acquiring data for MBR.

**Additional responsibilities**

* Migrated the “Small Commercial” process from US, which is 40 members strong team. I was instrumental in training and stabilizing the process. I was assigned to a role of creating MIS reporting and data analysis.
* Managing productivity, quality and turnaround time for the entire section and clients.
* Responsible for Recruitment and Bench Management of associates for my process.
* Managing on boarding, off boarding, Induction and Exiting Formalities.
* Coordination during Interview and walk-in’s for My Process
* Apprising the candidate about the opportunities, understanding their competency level, Culture, Career plan etc.
* Worked as a Resource Management in Liaison with the HR team in looking after the Staffing and Attendance of the associates who joined us and sending MIS Reports.
* SPOC for gathering new report requirements and worked closely with the development and Tech teams.
* Providing feedback and recommending remedial actions to the associates on a daily basis on KRA’s.
* Managing the process of allotment of Insurance policies amongst teams.

**Achievements**

* **Opel and Eminence Award:** Received Opel and Eminence Award for the Month of December 2012&2014

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**Customer Support Executive – HSBC, Hyderabad, India**

**Nov 2010 – May 2011**

**Job role:**

Account opening for commercial and non-commercial customers from 80 different countries. Contacting regional managers to inquire about the status of accounts and transaction forms.

**Additional responsibilities**

* Customer Support Services SPOC, Liaised with several regional managers of inbound and outbound locations.
* Ensured continuous support to the staff members to enhance section efficiency.

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**Customer Support Expert – DELL, Hyderabad, India**

**Jan 2004 – Oct 2007**

**Job Role:**

Ensured that the customers are proactively made aware about the status of their orders. Managed prepaid orders for EMEA along with acting as a interface between the customer care and sales department

**Additional responsibilities**

* **Process Efficiency:** Improving the effectiveness and efficiency of the process through timely cancellations, rebooking and release of orders to the manufacturing department including notification of cancellation and re-bookings to sales department and customers
* **Mentoring:** Mentored associates in ramp up to achieve productivity, leading to good customer experience, ensured continuous support to the team members for bringing about improvement in their productivity and quality
* **Allocation of Work:** Liaised between Accounts Wing and Lease Mail Box Management, which are responsible for allocation of work and release of approved orders.

**Achievements**

* **Best Validator Award:** Received award from Head of EMEA Business Operations, Dell International Services.
* **Best Administrator: Received award for two consecutive months (May and June ’05).**

**certifications**

**Professions Scrum Master Certified – Scrum.org, July 2020**

**Academic Details**

**IGNIIT** – NIIT, Hyderabad, India - 2004

**B.Com –** Osmania University, Hyderabad, India - 2003

**Intermediate** - Board of Intermediate Education - 2000

**SSC** - Board of Secondary School Education - 1997

**Academic Projects**

* Online Banking
* Online Shopping
* Travel Line Transit Services and Telecom
* Customer Care at Dell International Services, Hyderabad. AP, India (Dissertation)

**Personal Data**

**Date of Birth** : May 28, 1982

**Passport Detail** : Z4588520

**Languages** : English, Hindi and Telugu

**Address** : Flat No 402, Ratna Villa Apartments, Hyderabad, Telangana -500028