

THIRUVALLUR SRIDHARA VISHNU VARDAN



SUMMARY

Experienced in managing and analyzing large datasets to drive business insights and improve operational efficiency. Adept at utilizing SQL, Excel, and BI tools to create comprehensive reports and dashboards. Thrives in collaborative environments and excels at problem-solving to deliver actionable solutions. Responsible go Digital passionate about delivering outstanding quality and service. Offering 2-3 lakhs customer on boarding per years of experience in industry with history of recognition for performance. Maintaining IVR sanity for seamless customer service

EXPERIENCE

MIS Associate, 04/2018 - 11/2024

Vodafone idea PVT - SECUNDERABAD, INDIA

- Maintaining CRM data base Daily Reports
- Evaluated CRM reports regularly, actioning improvements to achieve impressive results. Communicated regularly with team members to maintain clearly defined expectations.
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- Developed and implemented digital communication strategies to enhance online presence and brand awareness.
- Promoting Digital Gateway to customer for hassle Free customer experience Using Customer Communication by SMS BLAST.
- Analyzed user feedback to make necessary improvements, significantly increasing app ratings and customer satisfaction.
- Maintaining Customer care IVR Flow by processing Sanity testing weekly and monthly bases
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.

Service Delivery Specialist, 12/2012 - 04/2018

Idea cellular ltd - SECUNDERABAD, INDIA

- Assessed complaints Data Card complaint handling processes for bottlenecks and identified and implemented changes for fast resolutions.
- Ensured KPIs and quality audit results were consistently achieving expectations.
- Analyzed complaint trends to identify underlying issues, leading to improvements in products and services.
- Assessed complaints DND & NDNC complaint handling processes and identified and implemented penalty and Churning the customer accounts .
- Assisting Appeal calls and Customer appeal email by providing quick resolution

CONTACT

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500040

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SKILLS

- Process improvement expertise
- Attributing Digital Promotion
- Excel proficiency demonstrated in data analysis and reporting
- Complaint resolution
- Quality assurance and control
- Performance metrics and reporting
- Training and development
- Process improvement and optimization

Executive Trainer, 04/2011 - 12/2012

AEGIS BPO - SECUNDERABAD, INDIA

- Reduced process gaps by effectively training new hires on best practices and protocols.
- Completed frequent assessments of training materials, structure and success rates in order to enhance programmer.
- Assessed student progress to respond to additional support needs.

Customer Care Executive, 10/2010 - 03/2011

AEGIS BPO - SECUNDERABAD, INDIA

- Took ownership of enquiries, effectively handling any customer issues to ensure suitable resolutions for customers.
- Ensured customer service stayed excellent, attentive and helpful by proactively going the extra mile to assist customer needs.
- Managed a high volume of inbound calls, maintaining a calm and professional demeanour under pressure.

Call Centre Executive, 07/2007 - 06/2009

E2E Serwizsol (TATA INDICOM BPO) - SECUNDERABAD, INDIA

- Took ownership of enquiries, effectively handling any customer issues to ensure suitable resolutions for customers.
 - Addressed complex customer complaints transferred by the team, skillfully solving in an efficient and effective manner to maintain customer satisfaction.
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EDUCATION

BSC Bio tec , 2009

Siddhartha Jr Degree Collage - Secunderabad, TG

- [Degree] Discontented





Certificate of Higher Education, BIPC , 2007

Wesley Boys High School - Secunderabad, TG

ssc, 2005

Wesley Boys High School - Secunderabad, TG

LANGUAGES

English:	B2	Hindi:	C1
			
Upper Intermediate		Advanced	
Tamil:	C1	Telugu:	C2
			
Advanced		Proficient	

HOBBIES AND INTERESTS

- Content Creator "Moto vlogger "(Youtuber and Instagram)
- Biker
- Basketball
- Weightlifter