

AARTHI R. BABU

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Team Leader - Customer Support

PROFILE

- Qualified Professional in **M.B.A (E Business)** with 9 years 7 months experience in Customer Support including more than 2 years in a Leadership role

Professional Experience

Nightingales Medical Trust: Elderline Project (April 2023 - July 2023) Team Lead - Connect Center

- Was part of the panel to recruit the agents, handled existing and new employees.
- Handled the team to ensure customer concerns were solved through, CRM Tool: WebConsole, Report Generation through MS Excel
- Prepared the Monthly, Quarterly and Annual Report for the Connect Center and submitted to the Project Manager to send the same to National Institute of Social Defence
- Analysed Non Actionable Chats, emails and calls to ensure they are worked upon
- Prepared Root Cause Analysis reports using Failure Mode and Effects Analysis and 5 Whys Analysis Lean Six Sigma methods for updating the process
- Lean Six Sigma methods Kanban, Gemba Walk and Heijunka used to handle the process and team
- Key Performance Indicator: Customer Satisfaction, First Call Resolution, Agent Utilization, Average Speed of Answer, Average Handling Time
- Key Performance Areas: Agent logins at right time, Minimal Unplanned leaves, taking correct amount of breaks, Productivity, Quality

Caledon Technologies (February 2022 - October 2022) Team Leader - Customer Support

- Was part of the panel to recruit the agents, handled existing and new employees.
- Handled the team to ensure customer concerns were solved
- Handled Attrition and Shrinkage
- Generated Reports through MS Excel
- Prepared Root Cause Analysis reports using Failure Mode and Effects Analysis and 5 Whys Analysis Lean Six Sigma methods for updating the process

18UP.in (December 2019 - January 2021) Manager - Customer Support

- Was part of the Panel to recruit the Assistant Manager, Team Leaders and agents, prepared the questionnaire and took interviews
- Handled team of 33 members for Customer Support
- Created the PPT presentation of the overall process by contacting the Marketing and Testing team
- Reviewed the Root Cause Analysis Report to get solutions

Udaan (September 2018 - November 2019) Live Chat Representative

- Responded to Live Chats and finished the chat at an average span of 8 minutes to give customer response
CRM Tool: Live Chat Software to respond to customers, CRM Tool: Slack Internal Communication

Accenture (February 2017- September 2017) Subject Matter Expert

- Assisted the Team Leader to handle a team

- Handled a team to take care of products for UK customers through SAP software responding to customers through email

Flipkart (January 2011 - December 2016) Social Media Specialist

- Responded to customer's concerns for Sachin Bansal's Twitter handle, Binny Bansal's Twitter handle, Facebook and Flipkart's Twitter support handle within 5 minutes and took TAT of 24-48 hours time to resolve the concern.

Achievements

- Received Plaque card: Recognised among Top 10 professionals for customer service excellence in India March 2015 - ONEDIRECT (Social Media)
 - Received appreciation from both Management and customers for prompt responses and action taken.
 - Achieved RNR certificate as Employee of the month in Jan 2013 & April 2013 in LOB (Service Management)
 - Achieved RNR (Rewards and Recognition) from Flipkart for 100% attendance
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Educational Credentials

M.B.A (E-Business), 2018 (First Class) from Annamalai University

Certification

Leadership:

- The Science of Leadership by Gregory Caremans - Udemy 2023
- The Science of Leadership - (NASBA) Udemy 2023
- Himalayan Way Leadership Program - Indian Leadership Academy May 2022
- Corporate Leadership and People Management by Greg Henriques - Udemy May 2022
- Succeed, Influence and Inspire as a Woman in Leadership by Lorraine Wiseman - Udemy May 2022
- Microsoft Excel for Business Manager by Start Tech Academy - Udemy February 2021
- Lean Six Sigma Black Belt Professional - (A+ Grade) 2019 Indian Institute of Business Management

POSH:

- Conducting Inquiry Into Sexual Harassment Complaints by Captain Tapas Majumdar - Udemy July 2023
- Sexual Harassment Training for Managers by Cyber Training 365 - Udemy July 2023

Achievements

- Attended Proficiency Test for English 'National English Language Testing Service (CIEFL)' - 2000
 - Achieved a trophy for Maximum Attendance from Bishop Cotton Women's Christian College –Bangalore
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Date of Birth: 12th May, 1980

Languages known: English, Hindi and Telugu