MANTHA SWAPNA SREE

Home Address:

Sri Surya Lakshmi Nilayam
49-26-14, madhura nagar, Visakhapatnam-16.
Phone No:- 9052367829

Career Objective:

I am looking for suitably challenging position in technical practice, one which will make best use of existing skills, qualification while providing me the opportunity for further personal and professional development.

Academic Profile:

B.tech(ECE): Avanthis Sri Gnaneswari Research & Technological Academy For Women,JNTU Kakinada from 2009-2013

Intermediate(M.P.C): Gayatri Vidya Parishad Junior College in the year 2007-2009

SSC: Tiny Tots Public School in the year 2007

Work Experience:

Company   :   Intelenet Global Services Limited
Designation :   Analyst
Experience   :   Worked from Nov 2013 to Feb 2016

Transition To

Company   :   INFOSYS BPO
Designation :   Senior Process Executive-Quality JL2
Experience   :   Working from Feb 2016 to till date

Summary Of Skills

- Hands on experience in operations for Global Clients Australia, US, India, Japan and China
- Categorization of Business Listing for all Global Clients
- Authentication of Business Websites for all the Global Clients
- Ability to write business letters and reports
- Excellent prioritizing, planning and organizing skills
- Mentor for New Hires
- Prepare and send internal team productivity and quality reports
- Prepare and send top performers of the day.

Quality Initiative:

- Contributed improvement ideas on Daily Downtime Report which was approved and used across.
- Prepared documentation(SOP) on exception handling for Authentication of business listings

Additional Responsibities:

- I was a Mentor for the new hires.
- IT Spoc – To raise IT tickets on behalf of team and get it resolved by IT Team.
- Contribute for knowledge sharing/team builiding activities like "Word of the Day".

Key Roles:

- Categorisation of business listing
- Duplication check on business listings
- Authentication of business listing
- Addition and Deletion of business listings
- Updating of existing business listings
- Quality check of categorised business listings
- Working on critical websites and to help peers to understand the website
- Worked on adhoc projects on clients requirement
- Preparing the Agent productivity report on timely basis and providing to the team.
- Interaction with the US counterparts and providing status updates on the activities

Achievements:

- Successfully reached target till date with expected level of accuracy
- Awarded for best performer in Dec 2013 for top in productivity
- Consistently achieving Highest ratings in the team from the inception of the process

Strengths:

- Dedication towards assigned task
- Ability to understand and analyze
- Friendly and Engaging Personality
- Quick learner

Computer Proficiency:

- Programming languages : C,C++,SQL,JAVA
- Operating Systems : MS Office

Personal Details:

Father's Name   :   M.Venkata Rao
Date of Birth   :   11/06/1992
Gender   :   Female
Nationality   :   Indian
Languages Known :   Hindi,Telugu,English

Date :   **(Signature)**
Place:

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