**Resume**

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Hyderabad, Telangana - 500072

**Career Objective**

Multi-tasking Team Leader well-known for executing successful, new initiatives. Creates dynamic and positive workplace culture to align with organizational mission and values. Trains new hires and mentors struggling workers to achieve overall team success.

**Total WORK EXPERIENCE : 6 Years 6 Months**

1. **Worldline E-payments india private limited Nov. 2022– present**

**Designation : Team lead at operations & Sales process Pilot batch**

* Sales | Merchant Acquisition | Fintech | Payment gateways | Technology | SMB | Omni-channel solutions
* Payment Gateway Solutions to SMBs through Partners/Resellers (Channel Sales) and Direct Merchants, Account Management
* Merchant onboarding and Account management for Payment Gateway ServicesMerchant onboarding and Account management for Payment Gateway Services
* Skills: Acquisitions · Account Management · Team Management · Sales
* Currently working with Worldline e-payments, as Senior Manager-Key accounts in the SMB sales team based out of Hyderabad
* Primary responsibility and deliverables include-New merchant acquisition for online payments, PG and recurring products. End to end relationship management with existing set of named accounts for maximum revenue generation and increase the count of transacting merchants.
* Coached team members in techniques necessary to complete job tasks.
* Trained new team members by relaying information on company procedures and safety requirements.
* Audited team performance and compliance with and standards.
* Developed monthly and daily production output plans to deliver on customer service and financial metrics.

1. **Worldline india private limited company Nov. 2020 – 2021**

**Designation : Senior Quality analyst**

**ROLES AND RESPONSIBILITES:**

• Listened to calls either recorded, live or side-by-side and sharing feedback to the associates

• Conducting Briefing sessions on new updates

• Conducting Quality sessions on monthly basis

• Sharing audit observations to the training team to cover the same topics in refreshers

• Identifying the process gaps and requirements and escalate it to the clients

• Conducting one on one session to understand the associate’s mentality

• Attending reviews with the Clients

• Conducting call calibration sessions weekly basis internally & externally

• Implemented agent training and coaching initiatives.

• Provided customer feedback and internal compliance feedback to management.

• Preparing Presentations and Dashboards to present Pan India.

• Participated in Training Programs conducted by Company and got certified.

**KEY RESPONSIBILITES:**

• Monitoring the calls and sharing feedbacks to the associates.

• Conducting Briefing sessions on process updates

• Doing Dip checks and publishing the reports

• Conducting Refresher sessions for BQ associates and monitoring their performance

• Preparing Dashboards maintaining the reports

• Conducting Quality sessions on monthly basis

• Preparing RCA’s

• Conducting Call calibration sessions on weekly basis with Ops & training team

• Conducting call listening sessions with associates along with their respective team lead

• Monitoring RTQM to manage the break timings and call flow

• Conducting Quality session for the NHT batches

• OJT support for the training batches

• Identifying the Process gaps and escalating the same to clients

• Preparing process SOP’s & training modules

1. **MRL POSNET Nov. 2016 – 2019**

**Designation** : Customer care Executive

**ROLES AND RESPONSIBILITES:**

* Provide customer support through phone and chat.
* Work with other departments to resolve customer issues in a timely manner.
* Serve as a point of contact for customer support and complaints.
* Proactively identify, investigate, and resolve customer support issues.

**TRAINING AND CERTIFICATIONS:**

* Participated in Leadership skills Program training conducted by KDK-Hyd
* Reward and recorcgnigesation certificate received

**SKILLS:**

* Packages: MSWord, Excel, PowerPoint.
* Operating System: MS Dos, Windows 98,2000 & XP,7
* Web development
* Performance improvement
* Quality control
* Performance improvement
* Client Service
* Sales expertise
* Staff education and training
* Telemarketing expertise
* Complaint resolution
* Account management
* Daily workflow improvement
* Technical Support

**PERSONAL DETAILS:**

Name : K. Tirumala Gopi

Date of Birth : 01-01-1993

Nationality : Indian

Linguistic abilities : English, Hindi, Telugu, Kannada, Tamil.

I hereby declared that the statements made above are true to the best of my Knowledge and belief.

Date & Place: (K. Tirumala Gopi)