Sangeetha Mohanty

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📍 Alain, UAE

SUMMARY

As a dynamic Senior Associate, I excel in driving team success and surpassing goals through customer-focused strategies. With a robust background in leadership, training, and team development, I am committed to excellence. Eager to contribute my expertise and passion for growth to your team, I aim to ensure outstanding results and organizational progress.

SKILLS

- Leadership
- Communication skills
- Problem-solving
- Team building
- Audit scope identification
- Training and Development
- Customer Satisfaction
- Excel Proficiency
- Performance evaluation
- Coaching and mentoring

CERTIFICATIONS

- AI mastery Bootcamp -Excel automation of Reports at Skill Nation, India.
- Excel Advanced level at Infyini institute, India.

ACCOMPLISHMENTS

- Successfully Implemented MIS process, streamlining work and increasing efficiency through automation.

EXPERIENCE

04/2023 - 04/2024
Senior Associate - Account Management
Sutherland global services. | Alain, UAE

- Delivered exceptional client service at ADCB, optimizing team efficiency through strategic downsizing and productivity enhancements.
- Spearheaded automation solutions for data management, enhancing time savings and report accuracy.
- Managed outbound call center operations, optimizing lead distribution and call blending for targeted dual-process agents.
- Conducted in-depth call handling analyses, providing insights for agent training and performance enhancement.
- Led quality coaching sessions to boost team performance, address customer complaints, and foster process innovation.
- Automated HR processes, maintaining attendance trackers and leave updates for smooth team management.
- Streamlined MIS processes by automating reports, improving efficiency, and cross-utilizing agents for quality enhancement.
- Facilitated independent report management by training ADCB-Tamooha officers and team leaders on MS Excel.

11/2011 - 02/2023
Teaching and Administration
Shreyas Learning Academy | Hyderabad, India

- Strategically planned and organized classrooms to facilitate a positive learning experience.
- Adapted teaching methods and materials to meet diverse student needs and interests.
- Developed innovative teaching techniques, earning commendation from school management.
- Emphasized strategies for nurturing responsible, independent learners.
- Crafted lesson plans and daily schedules to optimize student learning and enrichment.
- Advanced physical, mental, and social development through classroom games and outdoor activities.
- Monitored and evaluated student performance to shape teaching methods.

05/2005 - 11/2011
Customer Service Representative
HSBC Data processing pvt ltd. | Hyderabad, India

- Won Superstar Award and best employee Award in HSBC among 300 employees in the Department for productivity and 100% quality.

- Managed high-volume customer queries simultaneously through effective multitasking.
- Assisted customers with varying questions using product knowledge and service expertise.
- Maintained excellent client satisfaction by providing in-depth support.
- Resolved customer issues effectively, using strong interpersonal skills and conflict resolution techniques.
- Built customer rapport by providing friendly, genuine service, increasing customer retention.
- Conducted in-depth product training sessions for new staff, fostering a knowledgeable and customer-focused team environment.

10/2003 - 10/2004
Customer service representative
International legal Trade Consultant | Hyderabad, India

- Maintained updated client and company files to ensure accurate reporting.
- Ensured client confidentiality with professionalism and discretion.
- Entered data accurately for timely visa processing and compliance.
- Verified documents pre-processing to prevent application delays.
- Maximised customer satisfaction by resolving service issues promptly.

EDUCATION

06/2003
St. Ann's deree college for women | Hyderabad, India
Bachelor of Science: Science

LANGUAGES

English: C2
Proficient

Hindi: C2
Proficient