Sridhar Gudapati

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| Executive Summary | Performance driven Senior Operations Management professional with progressive expertise in leadership, problem solving, start-ups, developing operations, sales, client/customer services and streamlining delivery of customer care services.  Technically savvy, excellent communicator with astute strategic, business and financial skills. Translating objectives to actionable plans and providing decisive leadership to multi-functional & cross cultural teams. | |
| Skills Highlights | * Operations Management * Strategic Planning * People Management * Quality Management * Hiring * Sales Operations * Data Analysis | * Leadership * Training & Mentoring * Service Excellence * Metrics * Client Relationship * Problem Solving * P&L Management | |
|  | May 2022 – Present MSR Cosmos Group Hyderabad  **Head –Call Centre Operations**  *Reporting to the Vice President Operations, have joined the firm in a capacity to setup & oversee operations of the Call Centre.*   * Overall responsibility for the successful initiation, planning, design, and execution of Call Center Operations * Recruitment of Employee Support Executives * Training of team members on various projects support * Overseeing Projects – Employee Support Services, Online Silver.com, and US Immigration | | |
| Experience | June 2021 – Aug. 2021 Leeds Management Services. Hyderabad  **Head –Call Centre Operations(Education Domain Sales)**  *Joined the LMS EduTech Company* (Parent Company - *Victoria Institute Of Technology*) *in a capacity to setup& oversee operations of Global Sales Centre.*   * Overall responsibility for the successful initiation, planning, design, and execution of Call Center Operations. * Recruitment of EduTech Support Executives * Training of team members on prospective students counseling.   *The process couldn’t continue due to COVID lockdown situation in Australia affecting international student admissions.* | | |
|  | June 2020 – May 2021Stanplus Technologies Pvt. Ltd. Hyderabad  **Head – StanCommand & Red 911**(**Operations & Sales**)  *Reporting to the Founder/Chief Executive Officer, the role included inline responsibility for all teams (in-house and outsourced), Sales & Operations.*   * Managed performance of the Command Center Operations to deliver a best in class service, meeting or exceeding all KPIs. * Conversion of leads generated through various sources to Sales/Bookings * Set the strategy for the development of the Command centers, staying abreast of new practices and technologies, ensuring that we gain and maintain recognition for the quality of customer service. * Led, inspired and coordinated the Command Center teams at all levels to create motivated and engaged colleagues. * Was responsible for the recruitment, training, induction and coaching strategy across the Command Centers. * Developed plans, offered insight and knowledge to the organization on the use of new tools and technologies; Telephony, and CRM to create a cost effective operation consistently achieving SLAs. * Delivered cost efficiencies and increased in Customer Satisfaction Scores along with Sales conversions on leads generated. | | |
|  | Nov 2018–May 2020 Mahira Tech Solutions Pvt. Ltd. Hyderabad  **Head – Call Centre Operations**   * Overall responsibility for the successful initiation, planning, design, execution, monitoring, controlling of a new project. * Overseen Singapore based Chat Process project initiation * Overseen recruiting process across all levels of staffing * Managed the recruitment and selection process * Met with other potential clients to increase business opportunities and built key relationships with new clients. | | |
|  | Jan 2011– Oct 2018 CATPRO Events & Entertainment Hyderabad  **Senior Operations Manager**  *Joined the firm in a capacity to initiate a startup & oversee operations of a skill development and e-commerce events management project.*   * Overseen Operations of various MICE industry related events. * Working with MD to build, execute a high-level growth driven strategy to create and manage a competitive market position in MICE industry. * Responsible for accuracy and deadlines for projects and campaigns including P&L management. * Managing operations of marketing activities for Nestle India. | | |
|  | Oct2008–Jan2011 GVK EMRI Hyderabad  **Partner - Head - Call Center**(Emergency Response Services)  *Overseen operations of emergency response services command center for AP & Telangana states.*   * Overseen operations of ERC with around 400 staff * Involved in National Expansion of the business * Identified operational gaps and delivered new business strategies. * Developed, directed key strategies that provided the highest level of improvement to processes and customer service delivery. * Was responsible for Service Delivery and driven SLA metrics * Provided leadership in dealing with overall operational and customer issues. * Managed team functions and utilizations viz. manpower planning, facilitate recruitment, selection, induction, training and performance appraisals etc. in line with overall business goals. | | |
|  | July2006–Jan2008 DELL International Services Hyderabad  **Customer Care Manager**  *Overseen operations of EMEA Customer Care teams.*   * Identified and implemented strategic plans, initiatives & direction in conjunction with management for the team * Developed a team performance improvement structure which was in line with the business objectives * Built effective relationships with the customers of UK & Ireland | | |
|  | May2002-July2006 Sri Chaitanya Infosystems Hyderabad  **Operations Manager**  *Managed Operations of Outbound Call Center for US based campaigns*   * Increased the product sales from 60 to 300 units per shift * Analyzed new campaign data based on quality of leads, manpower suitability, revenue, product type, accessories offered, geographical location, market study, direct client Command or third party etc. * Campaigns also analyzed based on sales per hour, lead list performance, lead status, peak / off-peak calling hours, call disposition etc. * Developed by recruitment a professional team of staff. | | |
|  | Dec 2001–Feb 2002 National Australia Bank Melbourne  **Customer Service Consultant (Wealth Management Division)**  *As a wealth management consultant my role was to...*   * Advise on all areas of financial planning for individual clients of the Bank concentrating on wealth management related products. * Products such as Superannuation, Life Insurance, Mutual Funds and Unit Trusts were dealt with but not limited to. * Introduced other specialist advisors where appropriate * Attended to customer queries pertaining to their investments * Developed professional connections and met all KPI’s laid down * Met continuing professional development objectives as required. | | |
| Education | 1995-1997 Victoria University of Technology Australia   * **Master of Business Administration**   1993-1994 Johnson &Wales University USA   * Pursued Bachelor of Hospitality Mgmt. – Changed over to complete education in Australia.   1990-1992 Alpina School of Hotel Management Switzerland   * 2 year Professional Diploma in Hotel Management   1988-1990 Kakatiya University India   * Bachelor of Arts - Political Science, Public Admin. And Sociology | | |
| Awards/Certifications | -Manager of the Month – August, September & October 07 (Dell)  -Manager of the Quarter – Q3.  -On Trac Star Certification.  -Dell Leadership Training Certified.  -Green Belt Trained | | |