


NEETHU A BHAGYAN

CONTACT

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SKILLS

- Project Management
- Team supervision
- MIS Reporting
- Power BI knowledge
- Data collection and analysis
- Process Improvement
- Microsoft Office Suite expert
- Multi-unit operations management

CERTIFICATIONS

- MS Office
- VB.net
- C#.net
- MS Sql

ACCOMPLISHMENTS

- Recognized by management for handling pricing analysis which helps sales team to achieved a conversion rate of 84% in sales order generation
- Planned and coordinated multiple projects resulting in revenue enhancement
- Worked directly with senior leadership to develop and launch new process for SMB & SLG Wireless churn

REFERENCES

1. Gaurav Chandra: SMB Operations Head, Reliance Jio Mumbai.
2. Maulik Gandhi: General Manager SMB Sales Operations, Reliance Jio Mumbai

LANGUAGES

Organized PMO Manager with more than 7 years of experience in Process/ Project management, Sales operations, Revenue Enhancement and MIS reporting with detailed approach to planning and maintaining operations, recommending changes and overseeing day to day employee coordination and communication.

EXPERIENCE

April 2023 - Current

PMO-SMB Revenue Enhancement, Retention and Collections

Reliance Jio, Mumbai

- Program Management for launch and end to end progress updates of new activities to state teams
- Share progress updates and gap analysis and Support in Escalation management if any
- Provide operational analytics to key stake holders for necessary action
- Own and Publish necessary daily, weekly and monthly Dashboards
- Wireless regulatory compliance: Collation of non-compliance cases from states, Approvals from state and NHQ on churn eligible cases
- Farming governance: Account allocation & master maintenance, Release of farming achievement trackers and OKRs to states and Pricing support to farming team
- Collection cadence: Allocation of collection base to Sherpas, Collection of account wise feedback from state teams, Visibility of collection performance to states and Resolution of adjustments and waivers
- Responsible for Identification and deletion of SMB Wireless Zero Usage cases

March 2021 - April 2023

Operations Lead, SMB Sales Operations Reliance Jio, Mumbai

- Cross functional co-ordination with Sales team, Farming managers, Business commercial team and FC&A team
- Process Gap analysis, Improvement suggestion enabling TAT improvement & or process improvement
- Preparing PAN India Dashboard of Daily, Weekly and Monthly Wireline sales performance for Enterprise Resources
- Training on process /product to retention team for new team members
- Pricing Analysis and approvals of Enterprise Wireline products ILL, MPLS and SIP products - SMB PAN India

August 2020 - February 2021

Customer Care Executive Amazon Development Center India,

Coimbatore

- English and Tamil Voice support for Indian customers
- Chat support for North American customers
- Completed ACES stage 1 Certification
- Achieved all metrics in voice (English, Tamil, and Malayalam voice support for Indian customers) and chat (North American customers) support

Malayalam: First Language

English: C2

Proficient

Hindi: B2

Upper Intermediate

Tamil: B1

Intermediate

February 2020 - July 2020

Team Lead-Technical Support Winlin Infotech Pvt Ltd, Coimbatore

- Windows and Linux L1 Technical support for international customers (Chat, Mail and Voice)
- Worked with Name servers, Databases, Domain names and User account management
- Worked with SSL installation, Plesk panel management etc
- Managed a team of 12 technical advisors
- Preparing rosters, analysing performance and propose solution to reach the KPIs by point out the location that need improvements
- Monitored team performance, providing suggestions for improvement and training programmes to increase team efficiency

July 2018 - January 2020

Administration Executive Winlin Infotech Pvt Ltd, Coimbatore

- Supported senior management in devising and implementing strategies to improve business efficiency, performance and success
- Prioritized effectively to complete various administration tasks within strict business timeframes
- Used outstanding planning and organizational skill to effectively manage calendars with competing demands
- Prepared detailed, considered agenda plans, ensuring meeting coverage of key business priorities
- Trained and mentored junior administrative staff, enabling reliable, efficient back-of-house operations
- Produced statistical analysis and reporting using Excel
- Supported HR department in processing payroll records, correcting inconsistencies in timekeeping to avoid delays in employee payments

June 2014 - September 2015

Office Administrator Winlin Infotech Pvt Ltd, Coimbatore

- Coordinated weekly meetings and appointments for office staff
- Oversaw effective file management to keep office records up-to-date
- Coordinated fast, accurate clerical work for forms, files and general data entry
- Handled daily office activities, including data entry and database auditing, maintaining smooth operations
- Answered calls and emails efficiently, recording accurate messages and swiftly following up on enquiries
- Prepared expense reports accurately and forwarded to accounting for approval and processing

EDUCATION

2024

**Executive Post Graduate Program in Advance Project Management
Indian Institute of Management, Visakhapatnam, AP**

2014

**Master of Business Administration in Project Management
Sensorium School Of Management Studies, Thrissur, KL**

2012

**Bachelor of Technology in Computer Science and Engineering
LBS institute of science and technology, Trivandrum, KL**

2009

**3 Year Engineering Diploma in Computer Science and Engineering
Women's Polytechnic College, Thrissur, KL**