

SaiTeja Tirunagari

Assistant Manager at Byju's - The Learning App

Enthusiastic Assistant Manager with good grasp of Strategic Planning, customer service and Operations strategy. Friendly and motivated team player with professional demeanour and superior attention to detail.



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EDUCATION

PGDM in Business Management

Osmania University

09/2017 - 08/2018

Bachelor's in Civil Engineering

Jawaharlal Nehru Technological University

08/2011 - 09/2016

WORK EXPERIENCE

Assistant Manager

Byju's - The Learning App

10/2021 - Present

Strategy Planning:

- Improved customer satisfaction and sales through considered coordination with colleagues, enhancing overall care and service.
- Worked with drive and determination to consistently exceed targets, leading by example to motivate high-achieving teams.
- Proactively solved complex operational problems, positively impacting business direction.
- Obtained customer feedback for process improvements in support of long-term business strategies.
- Work with department leadership to drive and deliver upon key strategic initiatives
- Own and deliver revenue targets for the vertical by maximizing customer experience

Team Leader

Byju's - The Learning App

05/2021 - 09/2021

People and Operation:

- Inspired teams to achieve or exceed goals through regular motivation, implementing loyalty incentives and facilitating team-building activities.
- Led staff meetings to delegate tasks, assign workloads and communicate changing priorities.
- Served as customer service team lead, enforcing company policies, answering co-workers' questions and training new staff.
- Developed open and professional relationships with team members to facilitate effective issue resolution.

Product Specialist

Byju's - The Learning App

08/2019 - 04/2021

Founder

ML Edutech

08/2015 - 07/2019

Achievements/Tasks

- Directed all company marketing activities, including building social media presence and crafting press releases.

SKILLS

Customer rapport

Business strategy

Operations strategy

Salesforce

Strategic planning

Competitor analysis

Customer relationship building

Time management

Google Workspace

Microsoft Excel

Product and service knowledge

CERTIFICATES

Relationship Management

Digital Skills: User Experience

Principles of Public Relations

Communication and Interpersonal Skills at Work

Digital Skills: Digital Marketing

Google Workspace

ACHIEVEMENTS

Xplore Experiment

To understand the effectiveness of Xplore games in learn journeys on Byjus the learning application. To understand the efficacy of xplore games as learn units for students vis-a-vis videos.

Social Emotional Learning

Successfully completed SEL (Social Emotional Learning)

Salesforce

Migration to new CRM (Leadsquared to Salesforce)

LANGUAGES

English

Native or Bilingual Proficiency

Telugu

Full Professional Proficiency

Hindi

Professional Working Proficiency

INTERESTS

Travelling

Sports

Photography

Cinematography

Research