

UPPANAMONI JYOTHIRMAI

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Career Objective

Detail-oriented MBA-HR graduate with nearly 3 years of experience in client handling, KPI management, customer issue resolution, and team support in international BPO environments. Seeking to leverage people management and communication skills to build a strong career in Human Resources within a reputed MNC.

Education

- **MBA – Human Resources** | Aradhana School of Business Management | 2022 – 2024
- **B.Sc. Statistics** | Prathiba Women's Degree College | 2019 – 2022
- **MPC (Intermediate)** | MNR Junior College | 2017 – 2019
- **SSC** | Bharathi Vidyalaya High School | 2017

Project

A Study on Change Management at Tecumseh Organization:

Tecumseh Products India Pvt. Ltd., Hyderabad Duration: 45 days (15th May 2024 – 20th June 2024)

- Conducted an in-depth study on organizational change management practices.
- Analyzed HR policies and employee adaptability towards structural changes.
- Collected data from multiple departments and applied data analysis & interpretation methods.
- Suggested improvements to enhance organizational change strategies.

Professional Experience

MEAZURE LEARNING

Process Executive & Senior Customer Support Representative

Aug 2022 – Dec 2024 (2.4 years)

- Handled clients via calls, chats, and tickets with high accuracy.
- Ensured KPIs were consistently met.
- Managed escalations and provided effective resolutions.
- Balanced multiple chats and calls, ensuring quick turnaround.

Intouch (Process: Comcast)

Senior e-Officer Agent

Jan 2025 – Jun 2025

- Assisted customers with queries and technical issues.
- Supported pilot batch by guiding new hires during training sessions.
- Handled escalations with professionalism and efficiency.

Key Skills

- Strong Communication & Interpersonal Skills
- Customer Relationship Management
- Issue Handling & Resolution
- Team Support & Training Assistance
- Adaptability and Quick Learning

Declaration

- I hereby declare that all the above information is true to the best of my knowledge and belief.

U. Jyothirmai