

Neetha Mahothaman

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A dependable and conscientious Manager in Operations with extensive experience in core sales and services. Over the course of my career, I have worked with a diverse range of firms, gaining expertise in both junior and senior management roles. I have successfully managed teams and client relationships across multiple regions, including India, the USA, the UK, and the Middle East. Recognized for my ability to organize, plan, and implement effective initiatives, I consistently drive operational excellence and deliver results. An achiever with a proven track record of optimizing processes, improving customer satisfaction, and contributing to overall business success.



EXPERIENCE

1. COMPANY: Edustoke Pvt Ltd

Designation: AVP

DURATION: Feb 2021 –

Present

- Communicate job expectations and provide regular performance feedback, including daily, weekly, and monthly reviews.
- Align team efforts with Key Result Areas (KRAs) and drive performance towards achieving revenue and service goals.
- Monitor and manage the conversion funnel, focusing on optimizing sales and service outcomes.
- Conduct timely performance reviews and provide ongoing training to enhance team skills and productivity.
- Review and evaluate productivity, quality, and customer service standards; resolve issues, complete audits, and identify trends.
- Oversee recruitment during peak seasons, ensuring timely onboarding and effective training for new hires.
- Plan and allocate workload and manpower to ensure consistent achievement of targets.
- Manage and foster the growth and success of the team, promoting a positive and productive work environment.

Achievements

- Promoted to Senior Manager within 6 months of joining, consistently meeting and exceeding all performance metrics.
- Successfully managed and achieved targets for the South and West regions independently, driving regional growth.
- Trained, mentored, and developed the team, leading to the promotion of two team members to Team Leader positions.

HIGHLIGHTS

Results-Oriented

- Revenue Generation
- Business Development
- Constant Growth Setting New Mile Stone

Organizational Capacity

- Operability & Commitment
- Ability to Motivate team and Maintain good relationship
- Resistance to Stress

EDUCATION

- BSc - IT
- Diploma in CS
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TRAINING ATTENDED

- Six-sigma yellow belt training (Introduction Course)
- ISO 9001/2000 and COPC training
- Digital Marketing Training (SEO | PPC | SEM)

2. COMPANY : Founding Years Solutions (Klay Pre-School)

Designation : Consultant - Sales

DURATION : May 2019 – Feb 2021

ROLES AND RESPONSIBILITIES:

- Coordinated with team members across multiple regions (West and North) to ensure seamless operations.
- Provided counselling to prospective candidates, explaining course details, and securing enrolments.
- Conducted both face-to-face and phone consultations with interested candidates for admissions.
- Followed up with leads according to scheduled appointments to ensure timely engagement.
- Arranged demo classes for candidates requesting them, enhancing their understanding of the course offering.
- Contributed to organizing an international conference, focusing on attendee engagement and registration.
- Reached out to leads interested in attending the Summit, providing details on speakers and securing registrations.
- Organized and executed Summit logistics, including advertising, marketing, and social media campaigns, while managing on-site setup at the event venue.

3. COMPANY : Aegis Limited

DESIGNATION: Team Leader - Operations

DURATION : February 2017 – January 2018

ROLES AND RESPONSIBILITIES:

- Managed and led a team of 15-28 advisors, ensuring high performance and morale.
- Monitored and controlled daily shrinkage and overall attrition, implementing strategies to mitigate turnover.
- Addressed attrition by organizing team bonding activities to foster a positive work environment.
- Handled escalation calls, including Level 2 and manager calls, ensuring prompt and effective resolution.
- Worked on enhancing team performance through continuous coaching, refresher training, and performance feedback.
- Conducted daily and weekly performance reviews with the management team to track progress and discuss action plans.
- Held one-on-one sessions with team members to identify real-time issues and develop personalized solutions.
- Provided coaching and training to underperforming team members, driving individual and team-wide performance improvements.
- Regularly assessed team performance through one-on-one feedback sessions with agents.
- Spearheaded stress-relief initiatives by organizing fun activities on the floor, acting as the primary point of contact for such events.

4. COMPANY : MegaOpes Solutions

DESIGNATION: Team Leader - Operations (Australian Process)

DURATION : April 2015 – May 2016

ROLES AND RESPONSIBILITIES:

- Motivate and inspire team members, fostering collaboration and problem-solving to achieve goals.
- Provide regular status reports on team activities, tracking progress against program plans and schedules.
- Keep the quality manager and product committee updated on task accomplishments, issues, and overall status.
- Track client complaints and develop action plans to address and resolve them effectively.
- Conduct performance reviews with team members, providing constructive feedback to enhance performance.
- Hold one-on-one sessions with team members to identify real-time issues and create actionable solutions.
- Track and report revenue progress to both internal and external clients, ensuring transparency.
- Conduct final-round interviews for the operations team, assessing candidates' qualifications and fit for the role.
- Offer guidance and direction to the team in alignment with management goals and strategies.

5. COMPANY : Pradot Technologies PVT Ltd

DESIGNATION: Information Analysis

DURATION : April 2009 to March 2015

ROLES AND RESPONSIBILITIES:

- Listen to audio recordings, transcribe calls, and upload them into the client tool for accurate documentation.
- Process requests according to email types, ensuring precise and effective handling.
- Lead and facilitate training sessions for new batches, along with refresher courses for existing team members.
- Respond to client emails within the designated turnaround time (TAT), ensuring prompt and professional communication.
- Forward client updates to the internal team to maintain seamless coordination and execution.
- Conduct background checks on new companies in the USA, verifying ownership details and ensuring thorough vetting.
- Investigate criminal backgrounds of company owners as part of the due diligence process.
- Efficiently handle email requests, ensuring timely and accurate responses.
- Manage member refund requests, processing cancellations while maintaining high levels of customer satisfaction.

6. COMPANY : Aditya Birla Minacs

DESIGNATION: Sr QA(USA inbound/chat / Email and backoffice)

DURATION : June 2005 – Jan 2009

ROLES AND RESPONSIBILITIES:

- Conduct call audits, participate in calibrations, and lead feedback sessions to ensure continuous improvement.
- Provide coaching and constructive feedback to agents based on performance metrics and areas for improvement.
- Attend both internal and external calibration sessions with clients to ensure alignment on quality standards.
- Handle client calls, manage client communication via email, and maintain strong client relationships.
- Provide floor support and report on team performance to ensure smooth operations.
- Conduct monthly training sessions for agents, focusing on process adherence and quality standards.
- Share client updates with agents and lead relevant training or feedback sessions.
- Log in for a few hours each month to better understand real-time challenges faced by the team.
- Prepare presentations for internal management reviews, offering insights and performance summaries.
- Act as Assistant Manager, overseeing the quality team by organizing meetings, assigning tasks, and ensuring team productivity.
- Share detailed reports on quality scores, categorizing fatal and non-fatal issues, with internal management for analysis and action.

Languages Known

Language	Read	Write	Speak
English	✓	✓	✓
Kannada	✓	✓	✓
Hindi	✓	✓	✓
Telugu	✓		✓
Tamil			✓
Tulu			✓

Hobbies:

Reading
Adventure Touring / Traveling / Biking
Classical dance and Western Dance

CORRESPONDENCE ADDRESS

104, Serene Homes, Banjara Layout
Horamavu Kalkere, Horamavu,
Bangalore- 560043

FATHER’S NAME	: Narayan M
MOTHER’S NAME	: Mohanamba. K H
MARTIAL STATUS	: Married
DOB	: May 1982
NATIONALITY	: Indian

I hereby declare that the above-mentioned information is genuine to the best of my knowledge.

Neetha. M