Divyamani M R

Operations, Supply Chain and Customer Success Enthusiast

Solution-oriented | Agile | Efficient

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WORK EXPERIENCE

Assistant Manager - Guest Relations
Malabar Gold and Diamonds

03/2024 - 12/2024   *Ballari, India (On-site)*

Responsibilities
- People Development: Support team growth through skill development opportunities. Engage actively in HR initiatives for team motivation.
- Sales Performance: Develop customer profiles to tailor product recommendations. Maintain effective communication with CRM & GR teams to improve service. Conduct competitor analysis to address customer queries effectively.
- Internal Processes: Adhere to SOPs for all activities and actively contribute to process improvement initiatives.
- Customer Experience: Implement standardized customer experience guidelines to ensure consistency. Address customer queries promptly and conduct follow-ups to maximize satisfaction.

Customer Support Associate
Tech Mahindra

08/2023 - 02/2024   *Noida, India (Remote)*

Responsibilities
- Efficiently managed 50+ daily customer interactions via chat, resolving order-related queries with professionalism and speed to ensure high customer satisfaction. (Flipkart)

Developer
SAP Labs Pvt. Ltd.

08/2022 - 07/2023   *Bengaluru, India (Hybrid)*

Responsibilities
- Backend Development: Developed and optimized backend functionalities for logistics software using SAP ABAP, ensuring seamless data processing and integration with SAP systems.
- Frontend Development: Designed and implemented user-friendly interfaces using SAP UI5, enhancing user experience and efficiency for logistics operations.

EDUCATION

MBA in Operations Management
Indira Gandhi National Open University

01/2024 - Present

B.E. in Computer Science
Ballari Institute of Technology and Management (Affiliated to VTU)

08/2018 - 07/2022   *Graduated with CGPA 8.44*

SKILLS

`Customer Satisfaction` `Customer Experience` `Internal Processes` `People Development` `Python` `Java` `MySQL` `MS Office` `Figma` `Power BI` `Salesforce` `JIRA/Trello` `HTML` `CSS`

INTERNSHIPS

Java, SQL, Web-Technology, J2EE & Framework (03/2022 - 05/2022)
Internship with 'Qspiders CampusConnent'

Core and Advanced Java with SQL (08/2020 - 10/2020)
Internship with 'Knowledge Solutions India'

SUPPORTED CAUSES

"Inspire Her" - CSR initiative by SAP Labs Pvt. Ltd.
Leadership recognition for 'Codefest' - Instructed upto 80 government school teachers in SNAP programming

"Hunger Free" - CSR initiative by Malabar Group

LANGUAGES

English
Full Professional Proficiency

Hindi
Professional Working Proficiency

Kannada
Native or Bilingual Proficiency

Telugu
Professional Working Proficiency

INTERESTS

`Music` `Badminton`