

ULLAS CV

BUSINESS OPERATIONS ANALYST

CONTACT	
+971-503130347	
ullaschegu@gmail.com	
Al Karama, Dubai	
SKILLS	
Process Improvement	
Project Analysis	
Project Management	
Project Management	
Metrics Reporting	
Team Management	
Multi Tasking	
Quick Learner	
End to End Communication	
Critical Problem Solving	
E D U C A T I O N Bachelor Of Science - Computer Technology Rathinam College of Arts & Science	
2013 - 2016	
HSC - Science & Mathematics BSS Gurukulam Higher Secondary School 2011 - 2013	
SSLC BSS Gurukulam Higher Secondary School 2011	
LANGUAGES	
English —	•
lalayalam 🖛	•

Hindi

Tamil

PROFILE

A highly organized and detail-oriented Business Operations Analyst with 5 years of experience in process improvement, project management, data analysis, and vendor management. Seeking a challenging role in a dynamic organization that values operational efficiency, innovation, and continuous improvement.

WORK EXPERIENCE

Business Operations Analyst

Embibe

Jan 2022 - May 2023

- Manage end-to-end customer service operations, ensuring timely resolution of customer complaints and feedback to maintain high levels of customer satisfaction
- Develop and implement operational policies and procedures to improve business processes and streamline workflows to increase efficiency and productivity
- Analyze customer feedback and suggest improvements to enhance customer experience and loyalty
- Analyze data and prepare reports to identify trends, monitor performance, and inform decision-making.
- Collaborate with cross-functional teams, including sales, marketing, and product development, to develop and implement new initiatives to increase revenue and reduce costs
- Conduct regular training sessions for team members to ensure consistent delivery of high-quality customer service, products and tools resulting in improved overall team performance. promote continuous improvement

Operations Associate

NetLeisure Internet Technologies (MySchool Page)

Oct 2018 - Feb 2021

- Managed the entire customer lifecycle, from onboarding to offboarding, to ensure a seamless and positive customer experience
- Coordinated with internal and external stakeholders, including sales and product development teams, to ensure timely delivery of products and services
- Responded to customer inquiries, complaints, and feedback, and resolved them in a timely and professional manner to maintain customer satisfaction
- Monitored customer satisfaction levels and implemented corrective measures, such as process improvements and product enhancements, to improve customer loyalty
- Developed and maintained relationships with key clients to ensure long-term business partnerships and maximize revenue opportunities

Process Associate

One PointOne Pvt Ltd

Feb 2016 - Aug 2018

- Demonstrated a comprehensive understanding of the company's product offerings, including functions and alternative options, while working as a sales representative.
- Responded to customer inquiries via phone and email with exceptional timeliness and accuracy, providing superior customer service to maintain high satisfaction levels.
- Contributed to revenue generation through a systematic approach to customer follow-up and a deep understanding of their individual needs.
- Proactively identified and pursued new business opportunities through cold calling, utilizing a results-driven mindset and a strong work ethic to achieve success.

TECHNICAL EXPERTISE

- JIRA
- FreshDesk Escalation Management
- Microsoft Excel
- Zoho Ticketing Tool

ACHIEVEMENTS

• Best Performer

1 Point 1 Solutions Pvt Ltd: 2016, 2017

• Debut Of The Year

NetLeisure Internet Technologies Pvt Ltd: 2018

PERSONAL DETAILS

Name : Ullas CV
D.O.B : 08-05-1995
Nationality : Indian
Marital Status : Unmarried
Hobbies : Karate, Travell

Hobbies : Karate, Travelling Languages Known : English , Tamil, Malayalam, Hindi

Total Work Experience : 5 Years
Passport No : W5012579
Visa Type : Visit Visa

DECLARATION

I hereby affirm that all the details furnished above are true to best of my knowledge.

Ullas CV