



Anjali Mamindla

developer

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Languages

English

Telugu

Hindi

About

With over three years in the customer service sector, I've excelled in roles that demand enhancing customer experiences and streamlining operations. My adaptability shines in fast-paced retail settings, where my experience with inventory management and complaint resolution can elevate any team. Fluent in English, Telugu, and Hindi, I'm ready to engage with a diverse clientele.

BRANDS WORKED WITH

- Genpact
- Tiger Lilly Bistro

Experience



● Process Developer

Genpact | Jan 2022 - Jan 2024

- Streamlined a manual process, resulting in a 5% reduction in processing time and 10% improvement in accuracy.
- Conducted process audits to ensure compliance with standards and regulation
- Designed and implemented process changes that improved customer experience by 5%

● Cafe worker

Tiger Lilly Bistro | Aug 2018 - Jan 2021

- Maintained a clean and organized work area, ensuring that all health and safety regulations were followed.
- Also took up responsibilities of kitchen prep worker, Busser, Barback, Server and Dishwasher.
- Handled customer complaints in a professional and courteous manner, resulting in a 2% reduction in customer complaints
- Delivered exceptional customer service, resulting in a 5% increase in customer satisfaction ratings
- Managed inventory levels, ensuring that all products were in stock and orders were placed in a timely manner.

EXPERIENCE

Education & Training

2018 - 2021

● St. Pious X Degree and PG College

Bachelor of Science,