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✉ parimalapushpa@yahoo.com

## **EDUCATION**

Bachelor of Science  
Osmania University  
2000 - 2003

PG Diploma in Child care  
and crèche management  
Madurai Kamaraj University  
2019- 2020

## **EXPERTISE**

Training and  
development

Project  
management

Quality check

Recruitment and  
Counselling

## **LANGUAGES**

English  
Telugu  
Hindi  
oriya

# **PARIMALA PUSHPA CHODAGAM**

## **ABOUT ME**

Results-driven problem solver with strong interpersonal skills and entrepreneurial spirit. Proven success in the culinary industry, managing people, processes, and projects within strict quality guidelines and timelines.

## **WORK EXPERIENCE**

### **Dec 2022 to Nov 2023**

Pregnancy Helpline India- Mental health Counsellor

- Provided counseling for young women on pregnancy care, abortion methods, and post-abortion care.
- Maintained and upgraded program manuals and training materials.
- Trained new recruits and prepared them for the tough job of handling emotional and suicide driven new mothers.

### **Feb 2009-Dec 2022**

Gourmet Grub – Hyderabad- Owner and operator

Gourmet Grub is a food catering business that offers various food menus that incorporate creative elements and customisable cuisines for various clientele in Hyderabad.

- I am responsible for the overall operations of the business with particular focus on the creative aspect of the cuisine which is our business differentiator.
- I ensure continued efficiency of the kitchen in food production, consistent adherence to the best food quality and hygiene standards.
- I keep the team motivated at all times to ensure consistent delivery and work satisfaction.

## **REFERENCES**

Vijay Anand Madiki

Manager - Operations

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Dheeraj Kakumanu

SAP Consultant

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## **Innopark – Hyderabad – Chat Moderator – June 2007–July 2008**

Worked as a chat moderator for a gaming portal. Job responsibilities included –

- Proactive player engagement, chat moderation, player conversion and retention
- Helped with standardizing customer service knowledge base and FAQs.
- Provided customer feedback to the management which helped in formulating proactive solutions and float loyalty programs.

## **HSBC – Hyderabad Call Centre Executive – December 2005–April 2007**

- Ensured high-quality customer experience, increased customer satisfaction, through strict adherence to the SLAs and work processes.
- Handled escalations and complex queries.
- Monitored the queues and made sure that the queues do not breach the SLAs.
- Forecasting of volumes and informing the decision makers to plan the right team size
- Coordinated with the Training Department, Core Process Improvement Team and the Management to anticipate, create and sustain both proactive as well as customer driven change and Internal training for the Quality Management Team.
- Scheduling, coordinating and evaluating the Quality Associates Work.
- Day to day metric analysis and performance measurement of the team's performance.
- Taking up call sessions for various shifts periodically.
- Providing feedback to the Training department by evaluating the agents' performance.

## **Web Help Services – Hyderabad – Customer Care Executive**

**July 2005–December 2005**

- Responded to e-mail queries from Microsoft customers
- Responded to complaints and ensured effective and timely resolutions
- Handled escalations and provided necessary feedback to management
- Kept myself updated with all the relevant product upgrades and related resolutions

## **Reliance Infocomm – Hyderabad – Customer Care Executive**

**March 2003–June 2005**

- Responded to customer calls with first time query resolutions
- Updating customer records to facilitate upsell and cross sell of products and services.
- Provided customer feedback to management and kept track of VIP customers.
  - Facilitated product and process training in the team.

