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**Seeking a Career in an Organization With Potential Growth Prospects & Where I Can Offer Something in Terms of Skill & Knowledge to Achieve Organizational Goal.**

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**B Tech**

**Field of Study : COMPUTER SCIENCE**

**Institute : MANGALAM COLLEGE OF ENGG**

**University : MG UNIVERSITY**

**Year of Passing : 2011**

 **Plus Two**

**Field of Study : Computer Science**

**Institute : NSS HSS CHATHANOOR KOLLAM**

**Board : Kerala State Educational Board**

**Year of Passing : 2004**

**SSLC**

**Institute : MHSS EDAVA TVM**

**Board : Kerala State Board**

**Year of Passing : 2002**

**Technical Qualifications**

* **Completed Software Testing (ISTQB Syllabus) from KELTRON – TVM**

**PROFESSIONAL SUMMARY**

**A result oriented professional with 4 year experience in international BPO business processes, facilitating high quality customer services.**

**AREAS OF EXPERTISE**

**Managing service operations with focus on implementing policies & procedures.**

**Managing customer centric operations and ensuring customer satisfaction by achieving delivery and service quality norms**

**ADERSH**

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**Email:**

**Adersh.174661@2freemail.com**

**Contact No:**

**Mob no**. **C/o 0502360357**

**Personal Information:**

**Name : Adersh**

**Date of Birth : 25/03/1987**

**Gender : Male**

**Nationality : Indian**

**Marital Status : Single**

**Languages known : English, Hindi**

**Malayalam, Tamil**

**Work Experience**

* **Worked as SENIOR TRANSACTION PROCESSOR IN CONDUENT (Earlier known as XEROX) from Jan12 2017 to May 30 2017**

 **Job Responsibilities**

* **Re-routing calls (utterances) to current line for AT & T customers.**
* **Understanding relativity of the audio and send to correct department with 100 % accuracy.**
* **Maintaining response time.**
* **Maintaining quality – always> 95%.**
* **In absence of team leader handled the team and maintained their quality.**
* **Also helped processors how to improve their quality those who are in performance improvement plan.**
* **Helped Team Leader in controlling shrinkage and attraction.**
* **Worked as CUSTOMER SUPPORT EXECUTIVE in CONCENTRIX MUMBAI, INDIA dated from 24/07/2014 to 11/11/2015.**

 **Job Responsibilities**

* **Experience in handling all service related queries from clients pertaining to various issues.**
* **Experienced in performing a variety of seminars and doubt activities to understand client requirements and improve services accordingly.**
* **Experienced in ensuring the smooth flow of information and follow up for existing and prospective customers.**
* **Possess in detail knowledge of the subject so as to help the customers solve their queries.**
* **Ability to deliver relevant and true information.**
* **Ability to interact with the customers.**
* **Ability to use sound judgment in decision making.**
* **Technical knowledge of the field.**
* **Demonstrated proficiency composing written communications.**
* **Proficient in the use of Microsoft windows and office software**
* **Excellent communication skills with jubilant nature.**
* **Excellent administrative skills coupled with a strong management of big offices**
* **Worked as OFFICE ADMINISTRATOR at VK DENTAL CLINIC, KUNDARA KERALA from 2ND March ,2012 to 30TH April, 2014.**

 **Job Responsibilities**

* **Scheduling appointments and reminding patients of return dates.**
* **Gathering information like patient histories, insurance claims and medical records before patients arrive.**
* **Responding to phone calls, emails, and customers queries with focusing in timely manner.**
* **Maintaining patient histories, keeping clinical records up-to-date and settling billing information.**
* **Preparing insurance claims and maintaining the facility by arranging cleaning and equipment repairs.**
* **Ability to handle multiple tasks and manage patient care systems.**
* **Familiar with operating systems like word processor and internet**

**Personality Traits**

* Persuasive & Team leader
* Warm, friendly and engaging personality
* Outstanding loyalty and commitment to the customers
* Ability to work hard and smart

**Competencies**

* Willingness to learn new concepts
* Good leadership qualities and interpersonal skills
* Committed to deadlines and schedules
* Systematic and hardworking

**Additional Skill**

* Displayed great trouble shooting skills.
* Demonstrated ability in the provision of client support services
* Excellent investigate and research skills.
* Highly motivated and eager to learn and apply new technologies.
* Good communication and Interpersonal skills.
* Knowledge in **Computer Hardware and Software Maintenance**

**Declaration**

**I hereby declare that all the details furnished above are true and best ofmy knowledge.**

 TRIVANDRUM, ADERSH

 08/01/2018.