**Kavitha**

**Email:** [kavitha.336954@2freemail.com](mailto:kavitha.336954@2freemail.com)

**I am based out of Dubai on husband sponsored visa. Expected Salary is 5000 AED.**

**IN A NUTSHELL**

* A total of **8+** years in Customer Service and Operations
* Proven expertise in Customer Handling, Co-ordinating and Problem Solving
* Hands-on knowledge in Requirements Gathering, Resource Management and Client Handling
* Consistently high Customer Satisfaction Ratings and Resolution percentage
* Worked with clients across US, UK, Australia and Asia
* Worked in various domains such as Retail, Telecom and Internet Service, Publishing, Food and Beverages, Banking and Finance etc.
* Good level of computer knowledge
* An eye for detail, insatiable passion to help and driven to be the best

**EMPLOYMENT DETAILS**

* WIPRO Technologies, Chennai – Worked as Communication Trainer from July 2012 to December 2014
* Cognizant Technology Solutions, Chennai – Worked as Communication Trainer from February 2010 to February 2012
* IBM, Chennai – Worked as Training Lead from October 2009 to January 2010
* HCL Technologies, Chennai – Worked as Voice Coach from August 2007 to July 2009
* HCL Technologies, Chennai – Worked as Technical Support Officer from December 2005 to July 2007

**EDUCATION DETAILS**

* 2005 – B.Sc. Plant Biology and Plant Biotechnology from Women’s Christian College – Affiliated to University of Madras
* 2002 - Std XII from Fatima Matriculation School, Chennai
* 2000 - Std X from Fatima Matriculation School, Chennai

**EXPERIENCE SUMMARY**

**As a Trainer/Training Lead/ Voice Coach (individual contributor)**

* Handle New Hire & Refresher Training
* Deliver Training for newly hired resources
* Training Programs include language (accent, grammar, etc…),customer handling (professionalism, telephone etiquettes, listening skills, etc…), behaviour (body language, stress management, conflict management, time management, etc…) and client specific modules
* Conduct pre-training assessments(also called as Minimum Skills Verification), mid-training assessments, and post training assessments
* Assessment methods include free speech, mock calls, listening tests, reading and comprehension tests
* Deliver need based training for existing resources
* Perform a TNA (Training Need Analysis)- Various methods used are call monitoring, one-to-one discussions, assessments similar to those conducted for new hires, etc… based on input from the Delivery Team about their training needs
* Formulate a Training Plan based on the TNA and get an approval from the Delivery Team
* Organize the entire Training Program including booking of Training Rooms, etc…
* Perform Training Effectiveness Evaluation using the Kirk Patrick’s Model
* Handle quality assurance
* Regular monitoring of calls and emails
* Provide feedback to agents on a real time basis and document the same
* Design call and email monitoring sheets
* Design and circulate weekly and monthly reports
* Perform RCA for escalations pertaining to language or customer handling
* Design PIP (Performance Improvement Plan) modules for underperforming agents
* Conduct T3 (Train the Trainer) sessions
* Design quality process documents
* Design scorecards
* Content development for various training modules
* Organize and host fun activities and motivational events
* Organize regular calibration sessions with the delivery team

**As an Assessor in Recruitment**

* Co-ordinate between project, client and HR team for requirement gathering
* Design pre-screening evaluation for candidates on written and spoken English, aptitude and customer handling
* Interview Panel member of On-Campus recruitment, Lateral Hiring and Walk-Ins
* Recruit for various types of projects such as Infrastructure Support – Voice and Non-Voice, Software Development, Database Administration, Technical Support and Customer Support etc.
* Periodic Calibration

**As a Technical Support Officer**

* Troubleshooting and Configuring AT&T supported Routers and Modems
* Scheduling CPE Dispatches
* Email Client Configuration using POP and SMTP Servers
* Installation and extended support for AT&T provided internet security suites.

**PERSONAL INFORMATION**

Age : 31 years

Date of Birth : 12th August 1985

Sex : Female

Marital Status : Married

Nationality : Indian

Religion : Christian

Languages Known : English, Tamil and Hindi

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