**Krishnam**

**Krishnam.350836@2freemail.com** ****

***Seeking a suitable role in Customer Service, Sales and Marketing with a growth oriented organization***

 **Professional Summery**

* A senior professional with **over 6 years** of rich experience in Call Centers.
* Managed a high-volume workload within a deadline driven environment. Resolved an average of 90 to 120

inquiries in a day and consistently met performance benchmarks in all areas (speed, accuracy, sales and

volume)

* Became the lead "go-to" person for new reps and particularly challenging and escellation calls as one of the

company’s primary mentors/trainers of both new and established employees.

* 100% marks in all categories including communication skills, listening skills, problem resolution and
* politeness.

**Work Experience**

**Digiknots Web Enabled Services Private Ltd. India (Bank of America Credit Cards) Aug’2015 to Jan’2017**

 **Quality Analyst**

 **Key Deliverables**

* Listen to the inbound calls taken in-bound **Customer Care Agents.**
* Identify Training Need Analysis for Self-Development to improve sales rate.
* Regular feedback to offshore reporting manager on progress of the Calls Closed.
* Provide Coaching & Feedback to process associates and sales agents on areas of opportunities.
* Drive Knowledge Enhancements through Monthly Knowledge Assessments.
* Recognize WOW calls, and ensure appreciation benefits to associates/ agents through Reporting Manager.
* Co-developed on-the-job training program that reduced training time from eight weeks to five.

**Knoah Solutions Pvt Ltd (COX Communications) Jul 2013 to Jul 2015**

 **QA Specialist**

**Key Deliverables**

* The Job role involved measuring effectiveness of calls and evaluate quality, provide scores and constructive feedback to the associates in **COX Communications** located in **USA** Work on improvising standards of transactions to ensure high customer satisfaction levels
* Recognize WOW calls, and ensure appreciation benefits to agents through Reporting Manager.
* Attending CISCO conference calls every week update them with the report and discuss in case of any issues.
* Conduct process knowledge assessments to agents and ensure agents provide accurate information to customer and follow company end to end policies.

**HSBC Electronic Data Processing India (HSBC Credit Cards) Oct 2010 to Jul 2012**

 **Customer Service Executive**

 **Key Deliverables**

* Provides service information by answering customer queries, offering assistance, providing resolutions related to **HSBC Credit Cards**.
* Ensures best customer service and maintains at most professionalism while addressing the customers concerns.
* Take credit card payments over the phone through checks.
* Encourage and assist credit card customer to make postdated checks and avoid incurring late payment fees.
* Role also includes obtaining and verifying Customer information, handle disputes and fraudulant transactions.
* Takes responsibility in identifying issues.
* Blocking the lost card and issue new credit cards as per customers and following bank policies.

**Genpact India (GE Money Bank America, Credit Card Collections) Jan 2008 to Oct 2010**

 **Process Associate**

 **Key Deliverables**

* Managed a high-volume workload within a deadline-driven environment. Collected an average of $50,000 on credit card defaulting customers and balance due payments consistently and met performance benchmarks in all areas every month.
* Determining and understanding customer's need as well as providing appropriate solutions.
* Collect payments on past due bills
* Locate customers using credit bureau information, background checks, loan documents, and other paperwork or databases.
* Inform clients of overdue accounts and amount currently owed.
* Review terms of sale or loan documents.
* Ensure all customer information is correct, including phone numbers and addresses.
* Offer advice or refer customers to debt counselors.
* Send statements of delinquencies to credit bureau.
* Initiate repossession proceedings or hand over account to law practice that specializes in debt collection.
* Follow federal and state laws dealing with debt collection.

 **TECHNICAL KNOWLEDGE PURVIEW**

* Well versed with Windows, MS Office & Internet Applications.

 **ACADEMICS**

* B. com from Kakatiya University (India)
* HSC in Economics and Commerce from New Science college (India)

 **Personal Details**

* Date of Birth 05 May 1983.
* Marital Status Single
* Nationality Indian
* Visa Visit Visa(Expires on 3rd May, 2017)
* Languages English, Hindi & Telugu