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| **SHILPA**  [**SHILPA.358189@2freemail.com**](mailto:SHILPA.358189@2freemail.com)   |  |  | | --- | --- | |  |  | |  |  | |  |  | | | C:\Users\SUDSHI\Documents\My Bluetooth\IMG-20161007-WA0001.jpg |
| ***Objective*** | | |
| Aspiring for a Technical/customer service representative in leading Industrial field or for an HR/administrative job that offers excellent opportunity and contribute for the strategic advantage of business.  ***Core competencies*** | | |
| |  | | --- | | * Detailed and organized * Teaching and Technical proficiency |  * Customer and Management service * Cost efficient   ***Summary*** | | |
| Senior Quality Analyst with over 6 yrs. of experience in quality management, 8 months as assistant manager in a prestigious hotel and 18 months of experience in customer service, training and sales. Technically focused, creative and customer/people oriented with excellent verbal, written, interpersonal and quick learning skills looking for a career which is challenging and rewarding. I am a dynamic, high-energy, well organized, flexible individual able to support cross-functional coordination in a fast paced environment and possess excellent judgment and computer teaching skills. | | |
| ***Work Experience*** | | |
| **Lalith Mahal Palace Hotel, Mysore**  **Assistant Manager** | **Oct 2015 — June 2016**  **(8 Months)** | |

* Assisting the manager in organizing, planning and implementing strategy
* Coordinating operations, ensuring schedules and objectives are met
* Supervise and motivate staff
* Monitor operating costs, budgets and resources. Secure adherence to company’s policies and guidelines
* Communicate with clients and evaluate their needs and specifications
* Create reports, analyze and interpret data
* Drive recruitment process and training & development

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| **Hewlett Packard Inc. (HP)**  **Sr. Quality Analyst** | **Jan 2009 — Aug 2015**  **(6 Yrs. +)** |

* Use of quality tools for project analysis, findings, planning and assurance. Help managers in decision making and handled all administrative tasks
* Auditing of random calls received from US clients, stake holders - analyze process adherence, provide feedback for improvement for all scores less than 85% for a team of 30 to 40.
* Developed action plans for improvement, implementation, communication, and measuring/monitoring. Reduce cost and improve client satisfaction by 2.4% last quarter for a team of 120.
* Trained batches on HP laptops, desktops and HP software. Also held training for basic computer and analytical skills.
* Worked on various successful Quality project implementation using lean and six sigma methods. Reduced Average handling time of calls by 15% for a team of 32.
* Supporting US and EMEA customers on technical troubleshooting and providing end to end resolution for all HP products that include Desktops, Laptops, printers and servers.

***Achievements***

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* Reduced cost by streamlining existing process and average handling time by 2.4% for a team of 120.
* Winner of certificate of appreciation for best customer feedback in customer service.
* Implemented strategic planning for Australian customer service warranty enhancement and avoided loss of money and customer to HP.
* Winner of multiple quarterly awards for best customer service, training and for overall performance.
* ‘Best Agent for Customer Satisfaction’ Q1-2010 with a score of 92%.

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| * Best team award for a quarter (2010-2011).   ***Qualifications & Seminars*** |
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* Specialized in C, Arena and Basic SQL.
* Worked on MS Office packages and Adobe CS3.
* Technical knowledge on Windows Operating system and Apple Operating system.
* Trained on all windows platform including Windows 10.
* Worked on Yellow belt project certification from Hewlett Packard on reducing Average handling time of calls from Level one technician to Level two technicians.

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| ***Education*** | | |  | |
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| B.E in Electronics and Communication | Vidyavardhaka college of Engineering | June 2003 — March 2008 | |  | |
| Pre-University | Marimallapas PU college | June 2001 — March 2003 | |  | |
| Primary and Secondary Education | Marimallapas School | June 1991 — March 2001 | |  | |
| ***Interests & other Information*** | | |  | |
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* Enjoy travelling to new places, adventure and to try new cuisines.
* Reading novels and cooking.
* Fluent in English, Hindi and other Indian native languages.

I declare that the information given above is true to the best of my knowledge.