# COVER LETTER

## Murugan

Email: [murugan.368684@2freemail.com](mailto:murugan.368684@2freemail.com)

Date:

Respected Sir/ Madam*,*

I would likely to formally apply for position in your reputed firm. In today’s Customer Service Oriented Service, timely, friendly, proactive approach is sought to enhance future business growth. Customer loyalty is always impacted when you employ the right service professional to represent you when assisting your valued customers.

My 7 Years experience in the service industry has taught me how to meet and exceed each customer’s expectations with service that sells. I have assisted all types of customers in all types of settings.

I have demonstrated ability to work collegially with the team leaders, supervisors, quality analysts, and the trainers. I have been responsible for the benefits communication, employee relations, as well as liaison with the customers.

I hope that you will find that this brief view, in combination with attached resume, describe a dedicated employee and skills to meet or exceed the requirements of the position. I appreciate your consideration and looking forward to discussing this opportunity for promotion with you at your convenience.

Best regards,

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**CAREER OBJECTIVE:**

To work in a challenging and dynamic environment, which give me an opportunity to add value to the company & enhance my knowledge & continuous development of upgrading knowledge by execution of vested responsibilities by the organization with loyalty and integrity.

# KEY SKILLS:

* Highly motivated, strong work ethics, effective leaders.
* Strong analytic & communication skills with the approach and innovative ideas
* Have an invaluable strength essential to qualify performance on job.
* Accustomed to working in fast paced environments with the ability to think quickly and successfully handle difficult customers.
* Substantial experience and outstanding skills as **Quality Analyst** for 29months with Intelenet Global Services Ltd., **Technical Support** with 5 months in Technical Service for inbound & Outbound process with SERCO Global Services(currently known as Intelenet Global Services Pvt. Ltd), **Customer Care Specialist** for 33months in Inbound & Outbound service for Intelenet Global Services Ltd..
* Use Internet daily and know the workings of it in day-today life.
* Excellent interpersonal skills, ability to work with others, in both supervisory or support staff roles.
* Willing to relocate and travel.
* Have ability to manage multiple tasking in a pressured environment.
* Ample knowledge of Computer Application.
* With good communication skills in English, Malayalam, Hindi, Tamil.

# PROFESSIONAL CAREER:

1. **Intelenet Global Service Limited**:

**From February 2014 to July 2016**

**QUALITY ANALYST**

* Monitor all inbound, outbound calls to ensure Client/Company standards are maintained.
* Participation in Calibrations (Internal & External).
* Sharing of 100% feedback with agents on instant basis.
* Performing performance evaluations of focus group of agents & documenting of feedback provided for the same to reduce error rate.
* Preparation of call monitoring data & related internal reports
* Good analytical Skills
* Well versed with MS Excel, MS Word and PowerPoint.
* Able to identify situations which lead to a complaint.
* Audit Process SOPs and highlight noncompliance and Red Alerts.
* Provide feedback to team members on the basis of their performance.
* Work closely with the team members as team player.
* Ensure adherence to Quality Service Level Agreement.
* Preparing Daily/Weekly/Monthly Reports.
* Report to the Team Manager and ensure all the reports and analysis are published as per TAT.
* Would do end to end check on the reporting methodology Internal/External related to process Hygiene
* Transaction Monitoring (remote or side-by-side).
* Conduct briefings as well as refreshers for the teams.
* Perform regular quality checks and supervise the process.
* Work closely with the teams to achieve Qualitative targets specified by the Client.
* Other Duties as assigned.
* Well known with the Seven Basic Tools of Quality, i.e. Cause-and-effect diagram (also known as the "fishbone" ), Check sheet, Control chart, Histogram, Pareto chart, Scatter diagram, Stratification (alternately, flow chart or run chart).

**PROJECT:**

* Have been part of Repeat Call Analysis with the clients.
* Handled ACHT BASELINE Project to figure out the quick resolution with FCR on CALL.
* Doing the UAT (User Acceptance Testing) for an application to be launched.

**ACHIEVEMENT:**

* Best Quality Analyst for October 2014
* Best Quality Analyst for November 2014
* Best Quality Analyst for December 2014
* Best Quality Analyst for February 2015
* Best Quality Analyst for March 2015
* Selected as a Member for the UAT Testing with the Etisalat Team with other team members like ALU(Alcatel Lucent),etc.in Dubai.

1. **SERCO Global Service Limited:**

**From September2013 to February2014**

**TECHNICAL SUPPORT**

* Working for ETISALAT process as **Technical Support Associate**.
* Was selected for Process change to support technical department.
* Handling inbound calls of all kinds of customer for HOME SERVCICE department.
* Product handling of BROADBAND CONNECTION, LANDLINE Connection, Fiber Optic Connections.
* Troubleshooting technical scenarios through calls was the main responsibilities.
* Did sales of the product which belonged to Home Service as well as Mobile Service from the NBA (Next Best Action).

1. **Intelenet Global Service Limited:**

**From February2010 to August 2013**

**CUSTOMER CARE SPECIALIST**

* Working for VODAFONE QATAR, as a Customer Care Specialist (C.C.S).
* Handling Inbound calls of people in Qatar, like the labour class, Expats family.
* Had to explain the customer about the new offers and the products with Vodafone.
* Also try to solve the problems and try to correctively troubleshoot the problem.
* Also handle the OUTBOUND campaigns**.**
* Was responsible to do sales for the Data products for the GOLD Customers.
* Have been handling the back end works as part time.

**PROJECT:**

* Selected for the **UAT (User Acceptance Testing)** directly from **VODAFONE QATAR**.
* UAT testing was a new PREPAID and POSTPAID product which was successfully done.
* The testing was conducted with Malaysian Programmers from SLA (StirkLamount MSC), TechM (Tech Mahindra),

ALU (Alcatel Lucent Network Element), etc.

* Did the UAT testing for the new product to be launched.
* Also did the PVT (Production Verification Testing) testing for the same product.
* Received appreciation for the hard work done, by the Richard Daly, CEO of Vodafone Qatar.

**ACHIEVEMENT:**

* Best Team for the BEST QUALITY for the month of November 2011.
* Best Team for the BEST QUALITY for the month of December 2011.
* Best Customer Satisfaction Experience for the month of January2012.
* Best Customer Satisfaction Experience for the month of February2012.

# EDUCATIONAL QUALFICATION:

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| --- | --- | --- | --- | --- |
| **Sr.No.** | **Degree** | **Institute** | **Grade** | **Percentage** |
| 1. | S.S.C | Gopal. Sharma. Memorial. School. | II Class | 59.016% |
| 2. | H.S.C. | N.E.S VocationalJunior. College. | I Class with Distinction | 81.83% |
| 3. | Dip. in Industrial Electronics | K.J.Somaiya Polytechnics | II and III year | Discontinued |
| 4. | B.Com | Kakatiya University | I class | 65% |

# COMPUTER QUALIFICATION:

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr.No.** | **Qualification** | **Institute** | **Grade** |
| 1. | MS CIT (2009) | SIT Education | 86% |
| 2. | WEB Designing | N.E.S Institute of IT | A Grade |
| 3. | MS Office | N.E.S Institute of IT | B Grade |

**PERSONAL DETAILS:**

Date of Birth: 21.05.1989

Gender: Female

Marital Status: Single

Nationality: Indian

Languages Known: English, Hindi, Malayalam, Tamil, and Marathi.

**Extra-Curriculum Activity:**

* Dance (Bharatnatyam& Folk dance forms from Nalanda University)
* Kung-Fu (Shaolin Association of Black Panther Commandos)

Date:

Place: Mumbai

Signature