Lekha

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## OBJECTIVE:

Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.

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**SUMMARY:**

* 20 months of experience with **Amazon** as a Customer Service Associate and a Subject Matter Expert.
* 18 months experience with **Cognizant**(Client Google) as a Senior Process Associate.
* 10 months of Experience with **IBM** as an IT Analyst.

## PROFESSIONALEXPERIENCE:

## Worked as an IT Analyst for IBM from March 2017 to January 2018.

##  Roles &Responsibilities:

* Assist IBM clients through Calls, Emails and Chats.
* Acts as an administrator to give access to the clients.
* Escalate tickets when necessary.
* Part of the Agile Team.
* Worked as a Senior Process Associate for **Cognizant** fromJune2015– Oct2016

##  Roles &Responsibilities:

* To deal with the owner of the business about their business information on Google and helpingtheir information publish in the top search results ie., search engineoptimization.
* Used to support associates with theprocess.
* Escalate issues which cannot be resolved by theteam.
* Create reports to update company in the teamprogress.
* Take calls and assist the users with the queries.
* Scrub the work done and give feedback to theassociates
* Worked as a Customer service Associate for **Amazon**from October 2013 to May 2015.

##  Roles &Responsibilities:

* + To deal with the customers of Amazon who buy products on the website.
	+ Help them track the order and also help them if they receive any damaged/defective pieces.
	+ To support associates with theprocess.
	+ To prepare reports and publish it to themanagement.
	+ Develop a strategy the team will use to reach itsgoal.
	+ Communicate clear instructions to teammembers.
	+ Listen to team members'feedback.
	+ Monitorteammembers'participationtoensurethetrainingtheyprovidingisbeingputintouse,andalso to see if any additional training isneeded.
	+ Manage the flow of day-to-dayoperations.
	+ Help keep the team focused and ontrack.

## ACADEMICCAREER

* Bachelor Of Technology 2009 to 2013 – Computer Science
* BoardofIntermediate2007to 2009 – MPC
* School 2006to 2007 - SSC

**Rewards and Recognitions:**

* Awarded the Best Student Award in the Year 2007.
* Earned the Hall of Fame award in the year 2014
* Best Employee Award in the year 2015.
* Best team support award in the year 2017

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## Skills:

Client Relationship Management, Interpersonal Skills, Continual Learning,Oral Communication,WrittenCommunication,ProblemSolving,TeamBuilding,Influencing/Negotiating, Clear Communication Skills, Ability to use positive Language.

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**LANGUAGE PROFICIENCY:**

English - Fluent

Hindi- Fluent

Telugu- Fluent

Tamil - Beginner

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**Job Preferences:**

Willing to Travel : Yes Possess Own Transport : Yes

UAE Driving License: No Expected Salary : Negotiable

**Personal Details:**

Date of Birth : 31-08-1991

Sex : Female

Marital Status: Married

Visa Status : Husband Visa

Nationality: Indian

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**Declaration:**

I hereby declare that all the information stated above is true to best of my knowledge and belief.