**Robin**

email: robin.387663@2freemail.com

**CUSTOMER RELATIONSHIP MANAGEMENT | TECHNICAL SUPPORT SPECIALIST**

*Dexterous in providing valuable technical support while exhibiting strong prowess in leading support team, assuring high quality service delivery, and adherence to organizational goals and standards*

*Delivering excellence in customer engagement and enhancing process learning, productivity, quality & efficiency while providing seamless services to the end user*

**PROFILE SYNOPSIS**

* **Well-resourced individual**, skilled in providing high quality Customer service and delivering unique experiences
* **Carrying extensive experience** and judgment to plan and accomplish goals while leading and directing the work of other agents and making necessary changes
* **Strengthening relationships with existing and new customers** to expand the customer base for sales opportunities.
* Deft at driving customer loyalty by delivering service excellence throughout each customer experience
* Competent in **suggesting the most viable products**, negotiating (commercially) and cultivating relations with them for customer retention and securing repeat business
* **Self-motivated with a positive attitude** towards learning new methodologies and technologies using excellent communication, interpersonal, problem solving and people engagement skills

***Skill Set:*** Configuration and Technical Assistance ⬩Business Development⬩Performance Testing ⬩Client Relationship Management⬩ Escalation Management ⬩Customer Retention⬩Liaison & Coordination⬩ Customer Excellence⬩Team Coordination& Leadership⬩Reporting & Documentation⬩ Training & Development

**ACADEMICS & CREDENTIALS**

**B. Tech (Biotechnology)**, Anna University,Udaya School of Engineering, Kanyakumari, Tamil Nadu 2010

**Kerala State Higher Secondary Examination**, Loyola Higher Secondary School, Sreekariyam, Trivandrum 2006

**Indian Certificate of Secondary Education,** St. Thomas Residential School, Mukkolackal, Trivandrum 2004

*Technical Skills:*Microsoft Excel, PowerPoint

**PROFESSIONAL BACKGROUND**

**Senior Quality Controller - QA Team** Since July ’17

RR Donnelley India Outsource Pvt Ltd

**Highlights**

* Developed Evaluation forms for the agents after the proposal submitted to the clients.
* Established training programs aiming towards overall skills development of the agents resulting in increased variabilization across different processes and reduction in FTE count
* Successfully reduced the abandoned incoming call rate to **5 % from 25%** with the available resources
* Won Business Enabler award 2018

**Key Deliverables:**

* Delivered valuable support and correct direction to end-users support teams for the delivery of quality and defect free customer support service in liaison with peers and other relevant staff
* Diagnosed problems, troubleshoot customer issues, and developed solutions to technical issues
* Planned and directed calibration sessions concerned with compliance, enhancement and maintenance of quality standards for outbound calls
* Handled escalated complex issues and took appropriate action to provide resolution
* Assigned tasks and developed work schedules, procedures, and coordinate activities for team
* Documented and reported quality assurance online as well as on hard copy
* Supervised onsite team members and gathered updates and status reports while ensuring compliance to client specifications and on-time delivery
* Ensured quality and documented in online as well as hard copy format while coordinating with client specific templates, standards and styles

**Senior Process Executive - QA Team** Jun ’15 – Jun ‘17

Cognizant Technology Solutions

**Highlights**

* Awarded best performer for continuous 3 months in 2016

**Key Deliverables:**

* Tracked and documented inbound/outbound support request calls and evaluated divergence from defined parameters and standards
* Monitored performance metrics of team by identifying areas of improvement followed by rolling-out the team productivity improvement initiatives, thereby adding value to the business
* Conducted Calibration sessions to discuss and communicate all key parameters, policies, and procedures while training agents regarding the same individually as well as in a group
* Prepared action plans; managing system and process improvement and quality assurance programs

**Associate - Technical Product Support Team** Dec ’12 – Feb ‘14

VWR International, Coimbatore

**Highlights**

* Best performer award for maximum production at agent level in 2013
* Undertook the role of SME back up for international technical support

**Key Deliverables:**

* Providing technical help and information to customers regardingorganization’s products range through Calls, E-mails and live Chats
* Investigated and solved customers' issues regarding product specifications and policies by following problems through to resolution and developing feedback and complaints procedures
* Assisted clients in testing product compatibility and suggesting products as per their requirements and needs
* Established business relationships with new and existing clients through exceptional customer engagement
* Escalated complex and out of domain issues in a timely manner to senior executives

**PERSONAL SNIPPETS**

**Date of Birth:** 11thMarch, 1988

**Languages:** English, Hindi, Malayalam, Tamil, and Telugu