## SUMMARY

Have 7+ years of work experience as a Customer Associate & Analyst andworked with multi-national companies and have multi-culture experiences (Australia and India). I’m actively involved in the team and an excellent team player with good communication skills – both written and verbal. Motivated to learn new technologies and methods and take up additional responsibility. I have extreme analytical skillsto resolve issues/problems that arise within a team

Participated and won prizes in various sports activities in the organization. Guitarist by hobby and a band player called Beard Brothers and a solo artist

## EDUCATIONAL QUALIFICATIONS

* **B.Com Computers** from Peryiyaru University, India - May 2012
* **Diploma in Multi-media** from Meridian University, Melbourne, Australia –September 2009

## TECHNICAL SKILLS

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| **Operating Systems** | Windows 7/NT/2000/98/XP/Vista, Mac OS X, DOS |
| **Programming Languages** | HTML, XML, PL/SQL |
| **Desktop Tools** | Microsoft Office (Word, Excel, PowerPoint), Visio, Photoshop, InDesign |

## PROFESSIONAL EXPERIENCE

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|  | **November 2017 – August 2019** |
| Business Process Consulting Industry*Quality Analyst* |
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| **Genpact** is an American professional services firm headquartered in New York City, New York. It is a global professional services firm that makes business transformation real. They drive digital-led innovation and digitally enabled intelligent operations for our clients, guided by our experience running thousands of processes primarily for Global Fortune 500 companies. |
| * Audit customer service calls by logging in to the call monitoringportal and listen to the calls checking for any breaches and score the calls based on the auditing parameters provided and give feedback to the manager and the call handling agent
* Through call monitoring, discern the tactics employed by an agent, the response of the customer to those tactics, the flow of conversation, the mindset of the customer and the approaches taken to fit that mindset, effectiveness of solutions presented, agent performance in terms of convincing the customer to buy or providing answers to their queries, the perception of a product or service by each individual customer, etc.
* Review and listen up to 15-20 calls per day and document with clear screen shots
* Monitor and evaluate metrics to identify the areas where the agents require strengthening, then recommend training programs according
* Survey exact requirements find the best fit solutions and implement that technology to ensure accurate data reports to gauge true performance
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| *Environment:* Windows 10, Microsoft office, Cisco Device Management |
|  **(Client Google)** | **February 2017 – August 2017** |
| IT Consulting Industry*Customer Associate* |
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| **Accenture** is a multinational professional services company that provides services in strategy, consulting, digital, technology and operations. A Fortune Global 500 company, it has been incorporated in Dublin, Ireland since September 1st, 2009. |
| * Trouble shooting Nexus & Pixel devices and service problem by clarifying the customer’s complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correctio0n or adjustment; following up to ensure resolution in a timely manner
* Achieve productivity standards and goals while maintaining the highest level of customer service
* Work with seniors to prepare responses for known issues in anticipation of updates on existing issues
* Research the proper answer for customers using available resources
* Provide consistent quality support for all products
* Stay updated on the current trends and issues and be ready to answer an email
* Reporting any trends/issues reported by the customers
* Keep records of the customer interactions, process customer accounts and maintain documents
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| *Environment:* Windows 7, Microsoft office, CS-Central |
| **Amazon.com, Inc.** | **February 2015–October 2016** |
| E-Commerce Retail Industry*Customer Associate* |
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| **Amazon.com, Inc.** is an American electronic commerce and cloud computing company with headquarters in Seattle, Washington. It is the largest Internet-based retailer in the world by total sales and market capitalization. |
| * Familiarity with multiple browsers, multiple tabs and window navigation and instant messenger tools
* Fluency in Windows Operating Systems and Microsoft Outlook
* Ability to approach problems logically and with good judgment to ensure the appropriate customer outcome
* Ability to make appropriate decisions on behalf of the customer quickly and effectively
* Solution orientated and self-motivated
* Ability to effectively prioritize work time to ensure efficiency
* Ability to communicate clearly and concisely with both external customers and coworkers
* Ability to document customer account activities thoroughly and concisely
* Comprehension skills-- ability to clearly understand and respond appropriately to the issues that customers present
* Customer Focus - Ability to empathize with and prioritize customer needs
* Uphold company values and respect every customer
* Exude patience and ownership with each customer
* Ability to resolve conflicts and set appropriate expectations with customers
* Ability to determine customer needs and provide appropriate solutions
* Composition skills-- ability to consistently compose a grammatically correct, concise, and accurate written response to customer issues
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| *Environment:* Windows 7, Microsoft office, CS-Central |
| **Google**  | **December 2013 – January 2015** |
| IT Industry (Google Maps)*Analyst* |
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| **Google** is an American multinational technology company specializing in Internet-related services and products that include online advertising technologies, search, cloud computing, and software. Most of its profits are derived from AdWords, an online advertising service that places advertising near the list of search results. |
| * Gathered, analyzed, and translated broad requirements into testable features with traceability.
* Developed test scripts for testing of web and mobile applications and APIs.
* Making proper digital and other maps, replicating and submitting understandable data into the systems
* Maintained a geographical library that has different kinds of maps and already prepared related information, all that is utilized in accordance with the latest trends and information.
* Collaborated with co-workers in order to make sure that the maps prepared are stable and correct and are in agreement with the regional map standards, irrespective of their location
* Made sure that the fixed information receives arises from an individual information opening
* Devised and organized the environmental condition information update monthly by using automatic sensing information and commodities
* Made sure that the attributed information is properly saved and written as per the rules, regulations and policies of the company
* Studied and examined attributed information wherever needed and enhancing the quality of the maps
* Arranged and sustained the maps in a proper order and modifying and converting them into specialized ones
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| *Environment:* Windows XP, Microsoft Office Excel. |
| **Coles (*Australia*)**  | **November 2008 – November 2010** |
| Retail Industry*Supervisor* |
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| **Coles** Supermarkets Australia Pty Ltd, trading as Coles, is an Australian supermarket, retail and consumer services chain, headquartered in Melbourne as part of the Coles Group. |
| * Oversee all the professional activities of the store’s floor - salespeople, cashiers, shelf stockers, and other employees. It involved advising staff, providing regular performance reviews, training new staff members, and scheduling shifts
* Ensurethe store meets its financial objects. This included drawing up budgets, analyzing expenditures, evaluating the amount of merchandise delivered versus the amount of merchandise sold etc.…
* Responsible for maintaining the store’s inventory. Ensuring that deliveries are made on time, that inventory counts are accurate, and always remaining adequately stocked without unnecessary waste
* Responsible for maintaining the store’s sales floor. This involved setting up new displays, ensuring that the store is clean and orderly, and making sure shelves are stocked
* Provide informed decisions by keeping detailed records, including expenditure reports, sales figures, and employee performance. They will then use those records to help make smarter decisions in the future
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| *Environment:* Windows XP, Microsoft Office Excel. |