**Karthick A Mobile No: 9940350829**

**90, Yadaval Street, Email: karthick4446@gmail.com**

**Adambakkam,**

**Chennai 600088.**

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**OBJECTIVE:**

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. An accomplished Team Leader with 4 years of experience in technical and managing Customer Service strategies & ensuring timely resolution of customers’ queries. Helped call centers in retaining the existing customers & increasing revenues with a remarkable FCR (First contact Resolution) ratio.

**Professional Skills***:*

* Good at resolving customer issues and forecasting risks.
* Experienced in customer services and meeting customer expectation and satisfaction.
* Superior ability to achieve immediate and long term goals.
* Exceptionally well organized, strong work ethics and willingness to work hard to achieve employer objectives.
* Skilled at managing and coaching people.
* Proficient in MS Office and Computer skills.
* Ability to work as an individual as well as in group.
* Flexible to work in any shift.

**Work Experience:**

**Current Designation:** Learning Administrator @ GP Strategies, Chennai.

**Learning Administrator (December 2018 – Till Now) – ADAM support, StyleLabs support, HSBC VILT sessions and UTC Billing process.**

**Roles and responsibilities:**

**ADAM Librarian:**

* Point of Contact (POC) for GP Design, Development and Deployment Teams on the HSBC Account to provide support and assist with system queries.
* Process all ADAM ID requests for the HSBC Account within SLA timescales.
* Provide administrative support for ADAM system, taxonomy, document management, guidance etc.
* Coordinate with Global Learning Technology Manager to develop HSBC specific training materials based on feedback from end users.
* Configure Courses and promote content from ADAM Assets into ADAM Products for facilitator access.
* Conduct audit of artefacts deployed in ADAM Assets and ADAM Products to ensure compliance with agreed HSBC Taxonomy.
* Working with multi-functional teams globally, maintain and ensure artefacts deployed in the ADAM system are compliant with the agreed taxonomy to ensure business efficiency, productivity and performance for the HSBC Account.

**HSBC VILT Moderator:**

* Provides the technical and back-end support for the training session.
* Maintaining learner attendance rosters and participant history data in designated system of record.
* Runs various standard reports designed to measure program efficiency and value, instructor performance, and learner progress as required.
* Coordinates availability of schedules for instructors and facilities to create offerings, monitoring participation numbers, to ensure minimum delegate numbers are achieved and highlighting low enrolments to appropriate point of contact.

**UTC Administrator:**

* Update the Grade records and process the billing for the Textbooks.

**Previous Designation:** Team Leader @ Sutherland Global Services, Chennai.

**Team Size :** 30+

**Experience**  : 6 years and 8 months **(October 2011 – May 2018).**

**Process:** Amazon UK and US customer support

**Roles and responsibilities:**

* Providing technical support for the Device Platforms (Desktops, Laptops, Tablets, Mobiles, Gaming consoles, Streaming devices) and Digital Services (Videos, Music, Apps, Video Games, streaming content, Cloud Storage)
* Working knowledge of all kinds of mobile and computer OS ( Mac / iOS / Windows )
* Strong troubleshooting skills of very complex systems
* Creating tickets for the content related issues to ensure that the contents are working without any issues.
* Modifying the ticket status based upon the issues.
* Leading and managing the performance of the team.
* Mentoring and grooming new resources.
* Devising plans and developing resources to future levels.
* Driving Lean culture for productivity and process improvement.
* Communicating new alerts to the resources, thereby maintaining policy adherence.
* Motivating the team to achieve high standards and KPI targets
* Handling client’s escalations and resolving critical issues.
* Providing training programs to improve performance of the resources.
* Analyzing and managing team’s performance by conducting reviews and weekly meetings.
* Finding the root-cause for Customer Dissatisfaction and implementing new ideas to avoid them.
* Ensuring team’s process, break and schedule adherence.
* Maintaining SLAs and Customer satisfaction through quality output.

**Achievements:**

* Received best Team Leader for various months.
* Submitted corrections for more than 150 blurbs and received appreciations from the client for the extra mile effort.

**Academic Qualification:**

* B.Sc Mathematics from Guru Nanak College, Chennai(2008 - 2011)

**Personal Details:**

Father’s Name : K.ATHIKESAVAN

Mother’s Name : A.LAKSHMI

Date of Birth : 15.12.1990

Gender : Male

Nationality : Indian

Marital Status : Single

**Languages Known:**

* Tamil
* English
* German

**Declaration:**

I do hereby declare that the particulars and facts stated here in above are true to the best of my knowledge and belief.

Place: Chennai Yours faithfully,

Karthick A.