

### **EXPERIENCE SUMMARY**

Automation Tester & Customer care Live chat , Email support Expert with 5+ years of experience in backend and customer support. Good Professional communication skills, Superior attention to detail, calm under pressure, proactive and confident. Outstanding ability to develop and maintain constructive and cooperative working relationships with individuals at all levels of the organization

- Recommended process improvement and implemented the same yielding considerable productivity.
- Team Player and leads from the front.
- Excellent customer relationship management.
- Good at networking and has built a good network.

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### **CURRENT ASSIGNMENT**

#### **Conneqt Business Support Services**

(Formerly known as TATA Business Support Services)

**Role: Automation BOT production support & Sr.CCE & Process Analyst (Claims Processing)**

**Duration: August 2014 - Present**

#### **Account Engagements**

- Handling Robotics Process Automation technology based on metaphorical tools (BOTs)
- Resolving issue customer related issue via RPA bots tester.
- Meeting Customer Expectation: By Live chat & Email & suggesting actions for improvement. Ensuring all the SLA are in green
- Supporting Ops team on Customer Visits by giving performance data for the said period
- Follow-up on Action item status
- Supporting my Team in achieving team targets and managing team members.
- Mainly responsible for escalation tasks, allocating tasks to agents, preparing RCA (Root Cause Analysis) and
- Identifying KRA (Key Results Area) to drive the KPI's (Key Performance Index).

#### **Documentation, Records & Best Practice**

- Prepare operations teams performance dashboard and share to the team

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- Prepare and circulate quality implementation plan and tracking implementation status

### **Education**

Sri Venkateshwara College Of Egg & Tech, Marks 71%

Thiruvallur, Chennai, Tamil Nadu 600005

Bachelor of Engineering (Computer Science & Engineering), Apr 2011

Higher Secondary Education (+2), May 2007 Don

Bosco Matric.hr.school, Thirupattur District.

### **Computer Proficiency**

- Kryon BOT
- Robotics Process Automation Tool
- Oracle Database
- By design Tool
- Right now Tool
- Ms-office

### **Personal Interests**

- Volunteering Activity
- Cricket
- Watching comedy tracks & videos
- Reading sports books

### **Volunteering Interests**

- Participated in social activities like helping needy people, involving in volunteering activities, visit to orphanages, old age homes, etc.
- Participated in Volunteering camps conducted by TATA during Chennai Floods, cyclone and various occasions.

### **Personal Details:**

Name : Dinesh Kumar. M

Father's Name : Mr. Munisamy. R

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Date of Birth : 20th September 1989.  
Nationality : Indian  
Gender : Male  
Marital Status : Single  
Contact Number : 9677881624

### **Declaration**

I, Dinesh Kumar M, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

**Place:**

**Date:**

**Your Sincerely,  
(M DINESH KUMAR)**