

Vishwas V

Accomplished Sales admin, QA & BA, Technical Co-ordinator, and Customer Services Supervisor roles offering 1.8 years' experience and looking for challenging, growth-oriented position.

Work History

2019-02 TO
Current

Customer Service Supervisor

BandyWorks LLC, Virginia USA (WFH – Bangalore)

- Started as an Intern during my final term in Engineering.
- Worked as a Sales Admin for the first two months.
- Was promoted to QA and BA after the Sales Admin stint.
- Handled the project management role for a project named Verity (Company's main operation cum CRM tool).
- After 2 months, was handed additional responsibility as the Technical Services team member.
- Learned the Technical aspects of the Company's services and performed those tasks with efficacy for 2 months.
- Was promoted as the Technical Services Coordinator. Coordinated and led the Technical Services team with other depts.
- After 6 months as the Technical Services Coordinator, was promoted to Customer Services Supervisor on the Company's VP demand.
- Currently serving as the Customer Services Supervisor.

Tasks performed at BANDYWORKS LLC

- Sales Admin work – Maintaining Company's CRM tool, sending agreements to the clients, assisting the CEO with all the paperwork, Weekly Milestones preparation and preparing processing documents, financial auditing work with the

Personal Info

Address

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560032

Phone

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DOB

02-JULY-1997

Skills

Learning efficacy



Project management



Team leadership



Customer Services



Supervision



Controller.

- QA and BA work for a project named Verity – Wrote requirements based on inter-dept requests and tested the builds after DEV team sent it to QA.
- Technical Services work – Onboarding of the clients via call / zoom, installation of Company's software in US C-stores remotely, configuring certain services to the clients and maintaining the data integrity of the clients.
- Customer Services work – Building client relationship with the large account clients and the individual c-store clients, assisting the Sales team with Sales and upselling, auditing and reporting the Tech Services member's work to eliminate unsatisfactory work and improve the efficacy, building client rapport and providing excellent customer service.

Education

2012-06 - 2013-04	High School (10th Grade) - 93.28% ST. JOSEPH'S INDIAN HIGH SCHOOL – Vittal Mallya Road, Bangalore
2013-06 - 2015-03	Pre-University - SCIENCE – 92.17% VIDYA MANDIR INDEPENDENT PU COLLEGE – Malleshwaram, Bangalore
2016-06 - 2019-07	B.E. - Electrical and Electronics Engineering (EEE) – 7.4 CGPA BANGALORE INSTITUTE OF TECHNOLOGY – VV Puram, Bangalore

Internships

2019-01 to 2019-02	BESCOM – Successfully completed the internship on the DEMAN SIDE MANAGEMENT PROGRAMME.
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Time management



Account management



CRM Systems



MS OFFICE



Internal Auditing



Languages

ENGLISH



KANNADA



HINDI



2019-02 to BANDYWORKS LLC – Worked as a Sales Admin and took
2019-05 project management role for a project named Verity.

Skills/Strengths

- Quick learning
- Accepting Responsibility
- Natural leadership qualities
- Managing, Prioritizing and Organizing Work
- Ability to work both independently and as a part of the team
- Good listener
- Adaptability and team management skills
- Excellent written communication skills
- Good at SMART goals
- Ability in problem solving
- Building good rapport with the clients

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Vishwas V

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