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## AN OVERVIEW

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Possess qualifications in capturing market opportunities for accelerating product promotion activities and increasing revenues in assigned regions. Extensive background in complex and challenging environments with proven ability to represent the company with clients and service providers alike. Exceptional work ethics, routinely use available time to solve organisational problems, ability to work without the need for direct supervision, multi-tasking, and timely completion of all assignments.

## ATTRIBUTES:

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- ❖ Keen learner and goal-driven professional who operates as per company guidelines; demonstrates highest ethical & moral practices and values.
- ❖ Worked at various levels across verticals, that has helped in the development of ability to think out of the box, break away from conventional practices, and thereby adapt quickly to varied business environments.

## SKILLS :

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- ❖ Efficient and confident to meet the given objectives/targets.
- ❖ Good Conceptual & Analytical skills/ Positive Mental Attitude.
- ❖ Smart Work / Event Organizer / Self-starter & Good Team player.

## STRENGTHS:

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Communication & Leadership skills, warm attitude, fast learner and flexible towards shift.

## ACADEMIA

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Diploma in Automobile Engineering (D.A.E).  
Bachelor of Commerce (B.Com).  
Post Graduation Diploma in Computer Application. (P.G.D.C.A ).

## IT FORTE

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- Conversant with MS –Windows, MS-Office, C, C++, Visual Basic.
- Excel, PPT, Access, Visio, SQL and Word knowledge. ➤ Flexible to work on Windows and Mac platform.

## CERTIFICATE OF ACHIEVEMENT:

- Bagged M-ACE superstar support for the month of October 2011 and bagged Extended support award for handling the team for 4 months as acting team leader for 2013.
- Bagged Knight Q1 Super Star for (Jan-Feb-Mar) 2013.
- Superstar Support May 2014.
- Received Super star Support Award April-2015.
- Received Super star Support Award Nov-2016.
- Bagged outstanding Performance (Apr-May-June) 2016.
- Bagged outstanding Performance (Jan-Feb-Mar) 2017. ➤ Received Super star Support Award Jan-2018.
- Bagged outstanding Performance (Jan-Feb-Mar) 2018.

Convergys India LTD, Bangalore Since  
October 2009

## ATTAINMENTS:

Comcast Secure Backup and Share:

Worked as Technical support officer supporting phone, email and chat for U.S and U.K customers. Resolving the technical Issues.

2010 – 2012 Workforce Management – Associate Command Center

- Monitor Real Time Queue Status including Calls Waiting, Oldest Call Waiting, ACD Calls, Abandoned Calls, Service level and AHT.
- Maintaining RTA, Call Traffic Management and SLA's.
- Sending interval-wise reports to Clients & Company leadership.
- Use WFM tools like IEX, CMS, CRDB, etc. for Tracking Staffing based on internal forecasting.
- Generating different reports through Avaya.
- Preparing Root Cause Analysis (RCA) on service metrics losses.
- Maintain the daily attendance details for voice process.
- Track/monitor/escalate the tool/technology outages to IT team/other Center and Client.
- Call Outages to be coordinated/confirmed with Operations and Client. Communicate the same to the floor.
- Working on Revenue Template and Daily Mails (sent to the client).

LEARNING:

Completed multiple skill soft trainings – “Critical thinking and decision making” , “Happiness Advantage” , “Harnessing stress for your success” , “Positive leadership” “Audience and Purpose in Business Writing”,” Maximizing Team Creativity”,” How to Engage Your People to Win”,” Make the Time You Need: Get Organized”,” Running Meetings in Better Directions” thus developed overall team and process handling skills.

#### Profiling and ID management till date: WPM Global A part of HRM (Human Resource Management)

- ❖ We do profiling of requested employees globally as well as internal Convergys Projects Undertaken.
- ❖ Provide work profile support within all the process of Convergys internal and global. ❖ Mentor and train on business process for new joiners and other team members ❖ Share the process knowledge with the team to propagate a 'winning team' approach.
- ❖ Resolve profiling concerns related to Convergys Business Systems such as CMS CRDB, IEX, ACD, Verint etc.
- ❖ HRSC Terminations & Team Transfers.
- ❖ Hierarchy set Up [President Level to Agent].
- ❖ Profiling all types of Ids and giving access for the employees joining Convergys.
- ❖ To create Team Leads; Operation Managers; Sr. Operation Managers and Site Leader levels profiles and granting access respectively.
- ❖ Working on the tool ACD, CMS, IEX, CRDB, PeopleSoft, and Microsoft Excel & Microsoft Access, Field Glass, RIO Admin Tool.
- ❖ Working as Sr. Coordinator for the project COMCAST, Time Warner. Inc., Direct TV, Dun & Bradstreet, AT&T and SPRINT .Inc.

#### ADDITIONAL RESPONSIBILITIES:

- ❖ Handled work assignments for the team.
- ❖ Mentored new SME's for WPM.
- ❖ Attending and organizing client calls to implement new tools and new process, creating process documents for smooth process implementation
- ❖ Analysing multiple reports with complex data and provide solution for process improvement ❖ Coordination with Client, Training team Operations and internal management.
- ❖ Creating multiple reports and dashboards using Excel, PPT & Visio to project performance matrix.
- ❖ Handling complex queries and situations, to prevent delivery delays.
- ❖ Trained the new hires for WPM on specific WPM tools and WPM related SOP'S
- ❖ Supporting process analyst team as a super back up, working on all applications and audits.
- ❖ Being the part of SWITCH migration, Go Live and implementation calls.
- ❖ Worked as acting team leader in the absence of team leader for a period of one year.
- ❖ Monitoring the tickets and mails worked by the SME's.
- ❖ Organizing the Fun activities across the floor as a Fun POC for the program.

#### WORK EXPERIENCE:

Cyber City (Computer sales and service)

Worked as part time computer operator, computer sales and servicing for two years.

Aditya Birla Minacs:

Worked for Aditya Birla Minacs as Technical support Associate for Apple iPods (U.S) for 3 months.

Mainstay:

Worked for Mainstay as Technical service Engineer for Demon Broadband (U.K) for 5 months.

Convergys:

Worked as Technical Support officer and currently working as Sr. Coordinator – Client ID Management at Concentrix(Convergys) for 9 years.

Oravel Stays Private Limited ( OYO ):

Worked as Demand Manager with Oravel Stays and Taking care of Corporate Accounts across PAN INDIA for 9 months.

PERSONAL DOSSIER

Date of Birth: 10/05/1987  
Address: Prasad T.A.,  
#43, C/o Meenakshi Sahu,  
Near Telephone Exchange,  
Sudgunte Palya,  
C.V Raman Nagar,  
Bangalore560093 Karnataka.

Marital Status : Married

Nationality : Indian

Languages : English, Hindi, Kannada