CURRICULUM VITAE

**Personal Information:**

Survey No. 12/6, Pawar nagar,

Thergaon, kalewadi Phata,

Opp. RNB School, Pune - 411033.

Contact No – 7385930863.

vikas2428tiwari@gmail.com

VIKAS TIWARI.

|  |  |
| --- | --- |
|  |  |
| DepartmentTotal ExperienceJob title  | Customer Support/BPO/Ecommerce August 2010 – June 2020 (10 years)SDS- Resolution SpecialistOrganization – Amazon Development Pvt LTD.**Period** - August 2015 – June 2020. **Process** – Chat and Voice for NA and UK customers.**Qualification** – Undergraduate. **Key Accomplishment:** * Joined Amazon as a Senior Associate for US Chat process and in 8 months got promoted as a Resolution Specialist.
* POC of process Gap newly RS’s contact drivers impacting operational performance with an emergency issues shift wise, Follow Ups and Transfers.
* Completed ACES Stage 1 and Stage 2 Certification for process improvement and projects.
* Actively participate in and drive the continuous improvement culture through ‘kaizen’ and lean projects. Identifying and eliminating barriers to accuracy, productivity, and quality.
* Identifying customer impacting issues, working out and implementing solutions and process improvements to increase customer satisfaction rate.

**Skills:**Being an Resolution Specialist, I got a chance to work with the below Departments/Process:* Escalation Desk
* Search and Rescue Team.
* Quality Team.
* DART Team.

**Responsibilities:*** Handled Level 1 Escalation Chats and Consultation Chats/Calls for US and UK.
* Ticketing and Troubleshooting.
* Share probable solution to defects with the ACES team, Team manager, GEMBA board and Process improvement.

 **Projects**: For the improvement of the process to get the things more better I have done 3 major projects for multiple OUs: 1. Missed Contacts. 2. Concession Given Rate. 3. Lost Productive Hours.**Computer Knowledge:*** MS-Excel.
* MS-Word.
* MS – CIT.

**Organization – Wipro BPO****Period – August 2010 – June 2015****JOB TITLE – Senior Customer Service Associate**  |

**Role:**

Was a part of Capital One process, it was a collection process, where we used to support the NA customers over the Chat.

**Achievement:**

On the basis of performance got a chance to be a part of Quality Team, here I used to Audit the contacts, and provides feedback to the team members handling chats.

**Responsibilities:**

* Managing weekly team roaster.
* Sharing daily team shrinkage.