CURRICULUM VITAE

**Personal Information:**

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VIKAS TIWARI.

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| Department  Total Experience  Job title | Customer Support/BPO/Ecommerce  August 2010 – June 2020 (10 years)  SDS- Resolution Specialist Organization – 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.