

CURRICULUM VITAE

Vijeth Singh B R

477, 2nd cross, Maruthi Layout

Vasanthpura, Bangalore – 560 061

Mobile: 9632902459 / E Mail: vijethsingh.br@gmail.com

Career Objective:

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Professional Profile:

Experience in Workforce Management (Manpower planning, Forecasting and Scheduling) / Process Enhancement / Front-end Operations / Expertise in call center applications. Hands on experience on transportation and administrative requirements in an international call center with a seating capacity of 350 employees. Proven track record of successfully employing best practices that improve efficiency & quality; reduce operating costs and high customer loyalty. Proven record of accomplishment as a team leader and an individual contributor.

Experience:

Siemens Technology and Services Pvt. Ltd. (12 yrs. 3 mos.)

Asst. Manager (International Contact Center- WFM & MIS)

Dates Employed Jan 2016 – Apr 2018

Employment Duration 2 yrs. 4 mos.

Process Expert (International Contact Center- WFM & MIS)

Dates Employed Jan 2014 – Jan 2016

Employment Duration 2 yrs. 1 mos.

Customer Support Representative (International Contact Center- WFM & MIS)

Dates Employed Jan 2012 – Jan 2014

Employment Duration 2 yrs. 1 mos.

Sr. Customer Support Representative (International Contact Center)

Dates Employed Jan 2010 – Jan 2012

Employment Duration 2 yrs. 1 mos.

Customer Support Executive (International Contact Center)

Dates Employed Feb 2006 – Jan 2010

Employment Duration 4 yrs.

Citigroup Global Services Limited. Earlier Known As Eserve International

Customer Service Intern

Dates Employed Sep 2004 – Dec 2005

Employment Duration 1 yrs. 2 mos.

DJ & PK Associates

Cash collection executive

Dates Employed Mar 2003 –Apr 2004

Employment Duration 1 yrs. 1 mos.

Nischal Infotech

Sales Executive

Dates Employed Jun 2001 – Jan 2003

Employment Duration 1 yrs. 7 mos.

Software Proficiency:

- MS office
- Operating System: Windows
- ACD Systems (Insta CC , HI path)
- Certified WFM Tools (Teleopti & Bluepumpkin)

Skills & Strengths:

- Effective Communicator, Team Player and also an individual contributor.
- Quick Learner
- Proven ability to effectively manage time and schedules / Critical Thinking.
- Positive Attitude & Ability to work under pressure.
- Self-confidence.
- Hard working and Determined.
- Loyalty

References:

1. Satishkumar Srikantappa (Chief Manager in Siemens)
(9731711110)
2. Vijaykumar Viswanathan (Immediate Manager in Siemens)
(9845421347)

Personal Profile:

Name : Vijeth Singh B R
Father Name : Rajender Singh B R
Gender : Male
Marital Status : Married
Date of Birth : 03-10-1980
Nationality : Indian
Languages Known : English Hindi & Kannada
Education : UG

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Vijeth Singh B R

Date:

Place: BANGALORE