

Puneeth R
Escalation Specialist - HiPower Support Centre

Bengaluru, Karnataka - Email me on Indeed: [indeed.com/r/Puneeth-R/bc332220e733906d](https://www.indeed.com/r/Puneeth-R/bc332220e733906d)

To be an asset to my organization by utilizing the recent improving trends and make optimum use of the available resources for the success of the company. More importantly, working harmoniously in a team to bring forth the best from self and everyone.

Willing to relocate: Anywhere

WORK EXPERIENCE

Escalation Specialist

HiPower Support Centre -

June 2015 to Present

Client: Machine Zone (Supporting 3 Games)

Roles & Responsibilities:

- Escalating tickets to clients, Creating Inquiries regarding the process to receive update from Clients, Providing feedback to Agents regarding Clients Escalations and internal invalid Escalations.
- Team handling (Mentor)
 - Tracking performances of the team members in terms of Production, Quality and CSAT.
 - Monitoring Queue, Allocating Agents to different queues, Preparing Reports, Process improvements initiatives.
 - Taking operations training sessions on Gameplay, DSAT reviews, Quality, FTR and Tickets handling.
 - Maintaining & ensuring stringent adherence to quality standards, identifying gaps and opportunities by live assistance. Handled OJT and Tenured Team.
 - Handling Supervisor tickets, Lead compensations and Audits.

Sales Associate in Convergys

AT&T -

January 2014 to May 2015

Client: AT&T

Roles & Responsibilities:

- Addressing Customers Billing Inquiries and upselling over Chat.
- Making Calls to customers in case of lead generations.

Process Executive - Operations in Infosys

Cisco -

August 2012 to November 2013

Client: Cisco

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Contd.,

Roles & Responsibilities:

- Assisting Clients over Email and Phone regarding Billing discrepancies and Order Management.
- CRM tool experience in Supporting and Reports generation.

Customer Relations Officer in HGS

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December 2011 to July 2012

Client: MTS

- Making calls to customers to review customer satisfaction and upselling.
- Handled Escalations from Customers.
- Taking Calls to address Customers Inquiries.

EDUCATION

B.E

PES College of Engineering - Mandya, Karnataka