

Jose Cynthia J

Subject Matter Expert – Amazon Development Centre

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Profile Summary

A confident and passionate learner with over 4+ years of experience in voice, non-voice customer service, including sales, tech support and customer support. Proven track record of maintaining, analyzing and showing consistency in team performance.

- Productive relationship builder, respond to telephone inquiries, providing quality service to customers and associates.
- A seasoned professional proficient in communicating with global customers.
- Handled multiple accounts and clients successfully.
- Maintained 10-30 members team and ran the show successfully.
- In depth knowledge of evaluating the work life scenario and determine trends and escalation paths.
- Experienced in people management.

Work Experience

AMAZON DEVELOPMENT

July 2018 – Till date

SME – Subject Matter Expert (2020 – Till date)

- Provide assistance to ongoing representative and team development
- Monitor Phone calls for quality and coaching opportunities.
- To deliver monthly & weekly performance reviews to the management.
- Conduct daily standup for process updates and process issues.
- Provide feedback to the management for new or revised procedures as needed.
- Lead the team size of 20 HC.
- Handling and meeting the targets and deadlines in order to provide exemplary Customer experience.
- Working as an active SME to monitor and fine tune the agents Performance to meet the Service level and KPI's

SWAT Associate (2019 – Till Date)

- Analyze and track agents work records and support them in providing KT.
- Train and provide project feedbacks for new hires.
- Provide graphs and stats on skill improvising techniques for agents.
- Providing support in developing training articles.
- Assist seniors with data reports and points to be implemented.
- Responsible to handle client escalation and to do analysis on the SLA breached tickets.
- Responsible to train the agents on quality parameters.

CORE COMPETENCIES

- HTML & SQL Basics
- Client Servicing & People Management
- CSAT Enhancement
- Problem Solving
- Conflict Resolution
- Report Analysis

SKILLS

- Strong written & verbal
- Highly Organized
- Managerial
- Self-made person
- Dedicated
- Innovative

TOOLS HANDLED

- Chromium-chat bot
- Chime
- Microsoft Office Suite
- AM Console
- Geo Mapping (GPS)
- Outbound Lookup

CS Associate (2018 – 2019)

- Responsible to handle customer queries and provide FCR.
- Analyze the root cause of the issue to avoid recurrence.
- Provide on-job support to the team to achieve SLA
- Document and provide report on daily work handled.
- Co-ordinate with team if required to work on retail related issues.

Academic Qualifications

- **2014-2018:** Bachelor of engineering in Computer Science with 7.1GPA.
- **2013-2014:** Completed higher studies in SMBM Mat.Hr.Sec School with 81 Percentage.
- **2011-2012:** Completed SSLC in SMBM Mat.Hr.Sec School with 86 Percentage.

Workshops & Internship

- Workshop at Hadoop Big Data at CIT, Coimbatore
- Workshop at Python Programming at PSNACET, Dindigul.
- Workshop at Data Analytics using R at PSNACET, Dindigul.
- 5 Days Internship in DOTNET conducted by Spiro Solutions, Chennai.

Project

- **eBook Management System**

The system provides an online interface to the reader where they can register their name and can search for the books and read the description. Provided a communication platform between the user and the database. Readers can login with the Id and download the book.

Tools used: MS Visual basic 6.0, Rational rose tool (for UML patterns)

Honors & Certifications

- Recognized as high performer among the team and elected to be a part in SWAT Team.
- Completed Programming in Java as a part of Oracle's workforce development program in NIIT, Dindigul.
- Recognized as a good trainer in SWAT team in high time.

Declaration

I, hereby declare that the information furnished above is true to the best of my knowledge.

Signature,

