**H Asheetha**

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**Objective**

 To secure a promising position that offers both a challenge and a good opportunity for growth where my experience, knowledge, ability and personal skills will be effectively utilized.

**Professional Experience:**

**Worked as Product support Analyst at Revolution Entertainment Services Pvt ltd from April 2022 to July 2023:**

* Demonstrating and Assisting clients on the product Pro Hire, Pro Books, Set Keeper, Pro Analytics, Production Accounting, Pro Books CRM.
* Follow up with existing clients in regards to product performance/Product development.
* Upselling and cross-selling initiatives are taken based on the client’s subscribed plan.
* Extending support to Release and delivery manager on the releases happening for that particular Sprint.
* Follow up with the Development team for building or enhancing any feature based on client requirement.

**Worked as senior product support executive at Monster India Pvt ltd from October 2021 to till March 2022**

* Onboarding, Demonstrating and Assisting clients on the product (Monster).
* Assisting clients in identifying relevant profiles using mPower Search, IT skill Search and Boolean Search on Monster recruiters page, Job Postings.
* Extending additional support by sending in Target Mailers/ Mass Mails to potential candidates.
* Assisting recruiters in any technical glitches they encounter while logging in, regular work flow.
* Follow up with existing clients in regards to product performance/Product improvements and taking down feedback.
* Follow up with the Technical Team and assure recruiters to provide a reasonable resolution within the stipulated time.
* Ensuring follow up with Vendor’s to deliver the resumes to Job seekers.
* Identifies additional product/services opportunities in client organization and follows up with the business development team.
* Ensuring knowledge impart to Global Customers (US customers) and delivering the process guidelines on usage of the portal.
* Ensuring the Global escalations are closely monitored and resolve within TAT
* Upselling and cross-selling initiatives are taken based on the client’s subscribed plan.

**Worked as senior product support associate at Vimbri media Pvt ltd from Oct 2019 to Oct 2021**

* Onboarding the clients and demonstrating the product (Eximaps) and its importance to the client.
* Follow up with existing clients in regards to product performance/Product development.
* Improvements and taking down feedback through email, telephone, and in-person meetings.
* Resolve customer concerns at the earliest.
* Resolve and assign client tickets to the concerned team if it’s related to any of the departments in the organization.
* Upselling and cross-selling initiatives are taken based on the client’s subscribed plan.
* Responsible for taking client feedback and insights to drive product enhancements and improvements.
* Responsible for overseeing the daily activities of a team.
* Organizing team meetings and prioritizing team work duties. Mentoring team.

**Worked as Client service Executive at Examity from October 2017 to September2019**

* Responsible for proctoring the assigned exams in the given slot in a given time of particular exam and raising CRM.
* Based on policies of following universities, proctor students and approve exams.
* Mentoring, supporting and working as a team to get the optimum results.
* Maintaining high levels of quality service for required customer satisfaction.
* Quick learner and excellent team player, ability to meet tight deadlines and work under pressure.
* An effective team member with the ability to meet targets under constraints, a strong ability to grasp new concepts with ease, excellent presentation skills, an effective communicator - both verbal and written.
* Maintaining work ethics and company core standards adhered in the team.
* Learn and implement new skills related to process and procedures from various Business Areas.

**Worked as Business Process Associate at Accenture services pvt ltd from June 2016 to September 2017**

* Responsible for editing maps using the images, ensuring the correct patterns of roads, lanes etc.
* To study various international country specific policies and draw accordingly and analyze and edit the digital data as per the specified policies which requires a lot of analytical and independent decision-making skills.
* Meeting the daily targets. Mentoring, supporting and working as a team to get the optimum results.

**Achievements**

Awarded with the best performance award for 2 months (Accenture).

Awarded Best Trainee Award in Examity for learning the process quickly and effectively.

**Qualification**

Completed B. TECH in Mechanical Engineering In 2016 at Guru Nanak Institute of technology.

**Strengths**

* An effective communicator with excellent interpersonal & relationship building skills, with excellent leadership qualities.
* Strong analytical, problem solving & organizational abilities.
* Possess a flexible, learning & detail-oriented attitude.
* Always ready to take up new challenges & responsibilities.

**Technical Skills**

MS Office (Power point, Excel, Word), C language, SQL, python, Auto cad, Pro engineer.