

Livin Varghese

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Data Visualization Expert and SQL Wizard | Transforming Raw Data into Powerful Insights with Excel Mastery and Reporting Excellence

Education

JAYA COLLEGE OF ARTS AND SCIENCE

University of Madras, Chennai.

Bachelor of Computer Applications (2011 – 2014)

Technical Skills

- Power BI
- Amazon Quick Sight
- AWS
- SQL
- Microsoft Excel
- Nice CX One
- Nice IEX – Scheduling
- SFTP Server
- CUIC

Professional Experience

Accenture

Workforce Services Analyst

Bangalore, India
April 2021- Present

- Creating meaningful insights with the visuals.
- Use SQL to retrieve and analyze data from databases.
- Clean and preprocess data for analysis.
- Creating a repository with the historical data.
- Creating custom reports in Nice CX One.
- Nice cx One, agent profiling on the basis of their proficiency level on each skill.
- Develop data visualizations using tools like Power BI and Amazon Quick Sight to analyze the trends in data.
- Collaborate with stakeholders to understand data requirements.
- Scheduling the agents based on the allocated volumes.
- Preparing reports for the management stating trends, patterns, and predictions using relevant data.
- Responsible for managing staffing, oversee personnel and scheduling to make sure there is enough staff available to complete the workload.
- Real-time monitoring for the operations team by providing direction, guidelines.

Concentrix Daksh Pvt. Ltd.

Associate, Real Time Analyst WFM

Bangalore, India
January 2017 - April 2021

- Real Time Monitoring (Aux misuse, Off - call activities, Avail time, High AHT etc.)
- Prepare intraday reports based on daily received and processed transactions.
- Communicate with the operations and internal stake holders to optimize work force to meet the service level agreement.
- Manages call/transaction volumes received, daily attendance and program break schedules.
- Identify the technical fault or outages and report the incident with the internal IT team.

Coolpex International
Service Coordinator

Bangalore, India
August 2015 – December 2016

- Delivered exceptional customer service when answering questions and resolving disputes.
- Scheduling appointments with customers and ensuring quality service in a timely manner.
- Creating service plan of action to increase efficiency of service.
- Conversing with customers for service feedback.
- Validating service history and reaching out to the customers to guarantee no missed services.

Cognizant
Process Associate

Chennai, India
June 2014 – August 2015

- Working and supporting based on tickets. Handling customer queries with high quality resolution.
- Managing high-volume workload within a deadline-driven environment.
- Achieving targets in a timely manner.
- Researching and working on different scenarios according to the client queries.
- Helped production to identify inefficiencies and suggested ways to increase productivity.

Certifications

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- Microsoft Power BI for Beginners – Online certification from Microsoft.
 - Amazon Quick Sight - Udemy