

JYOTSANA SINGH

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Core Competencies

- Strong motivational skills.
- Remarkable analytical and logical skills.
- Ability to give the best result in pressure situations.
- Good Interconnect with client.

Work Experience

- **INFOSYS BPO Limited – British Telecom** **2014 – 2015**
Designation : **Process Executive (System Matter Expert)**
- **ORACLE India Pvt. Ltd.** **2015 – 2016**
Designation : **Senior Bussiness Analyst**
- **Hinduja Global Solutions** **2016 – Present**
Designation : **Senior Team Leader**

Education

Sri Ramakrishna Engineering College, Coimbatore
M. Sc. in Software Engineering, GPA 9.0

2014

Key Responsibilities Handled

- Prepare the plan according to the client needs.
- Presenting the plan in front of seniors and attending monthly quarterly reviews with clients and internal.
- Have proficient knowledge of formatting partition on varied operating system, system driver installation, hardware parts of desktop or Notebooks and maintenance of various components for Notebooks and desktops.
- Highly proficient in network troubleshooting, registry issues (windows specific), heat sink issues in laptop/notebooks/desktops.
- Incident management through the ticketing tool, problem management, preparing the bill of materials for the hardware, supporting customization of varied products in accordance to the customer needs.
- Implement the suggestions in the plan while identifying the resources of the Project and ensuring that work should be done on time.
- Supervise the each stage of project and giving suggestions.
- Training new candidates on process and quality parameters.
- Handling Escalations.
- Working on daily and monthly reports and maintaining a record of Data Base.
- Maintaining a Product Quality of a Process & Average Time Handling.
- Solving the issues of Customers and handling those Escalations.
- Handling multiple processes.
- Quality audits done regularly.

Projects

SENIOR TEAM LEADER

2016 - Present

- Supervise a team of 40 advisors, directing their activities for the achievement of weekly and monthly targets.
- Preparing and flashing reports as well as analysis based on client and higher management requirements.
- Conduct monthly & quarterly performance review and career development sessions with advisors.
- Part of hiring of new employees for the project.
- Worked with internal and external team for issues resolutions.
- Cascaded process updates to training & quality teams.
- Identified, recommended and supported the implementation of various programs for the improvement of contact center processes through support of quality and training efforts.

Results :

- Met the team shrinkage on regular basis.
- Motivated the team as and when required to fulfill the targets and goals.
- All targets met and tasks completed on or before the agreed time limit.
- Delivered more than expected.

Achievements :

- Youngest TEAM LEAD at the time of joining.
- Two advisors under my supervision promoted to Team Leaders.

- Was awarded multiple times as a best team leader for the month.
- Suggested and implemented process changes to increase the quality of service and improve process.

SENIOR ANALYST HARDWARE QUOTING & CONFIGURATION

2015 - 2016

- Was responsible for handling quoting & configuration part of the deal, escalations and client calls.

Results :

- Met TAT and maintained 100% quality.
- Process changes implemented on TAT Project.
- Received YAR (you are recognized) award for 100% quality and constant TAT of more than 80% and also escalations follow up with the customer on timely basis.
- Perform quality checks, develop and review performance reports, identify areas to improve, and implement measures to improve performance levels and meet objectives.
- Rolled out process updates on daily basis to keep team performance updated with the correct and new implementations as well as changes.

Achievements :

- Received YAR award as best Employee of the month.
- Received many appreciations from customers and client for excellent work within 2 months of joining.
- Received All-rounder award for best presentation out of 3 teams.

SENIOR BROADBAND CUSTOMER SERVICE ADVISOR

2014 - 2015

- Was responsible for handling calls/chats and dealing off-line queries related to broadband.
- Analysis and reporting of incident trend data to identify and eliminate root causes.
- Initiating actions to fix potential interruptions to service identified during proactive and trending analysis of the IS infrastructure.
- Production of statistics and reports to demonstrate where possible repeat incidents are occurring across the organization and manage issues through to resolution.
- Proficient in handling escalated calls and providing 1st & 2nd Level Technical Support to end-users.
- Evaluate Case documentation by Level 1 and dispatching parts and setting up the notebooks for service to HP service centers.
- Resolve issues related to Windows, network connectivity, as well as problems associated with software and hardware errors.
- Documenting problems of a particular product in large numbers & reporting to company and concerned department.
- Prepare detailed case notes for case history or Case Manager Escalation.

Results :

- Met all the Parameter.
- Process changes implemented on key opportunity areas.
- Numerous certificates received for the process improvement and also escalations follow up with the customer on timely basis.
- Perform quality checks, develop and review performance reports, identify areas to improve, and implement measures to improve performance levels and meet objectives.
- Worked on Project SAMAN-119 as a lead, suggested and implemented process change which helped in providing better customer experience.
- Worked on T-CSAT One Contact Resolution (OCR) Report.

Achievements :

- Received Best Process Executive award in PLATINUM CUSTOMER Report.
- Received ISTAR Award as best employee.
- Received R&R award during SAMAN-119 Project for suggesting and Implementing Process change.
- Received many appreciations from Customers and Client for excellent work.

Personal Details

Address	Electronic City, Bangalore
Date Of Birth	11 th July 1991
Languages Known	English, Hindi, Tamil