

Mutum Byron Singh

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Manipur - 795001

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Career Objective:

To work in an organization which will utilize my skills and help me grow along with the organization.

Professional Experience:

- Worked for Tech Mahindra Hyderabad as *Senior Quality Analyst* (Verizon ISP, USA) for 4 years 8 months (6th Sept 2010 – 30th May 2015).
- Worked for Wipro Hyderabad as a *Technical Support Executive* (Business Support Partner for Hewlett-Packard, USA and Canada) for 1 year 11 months (23rd Oct 2008 – 10th Sept 2010)

Job Responsibility in Tech Mahindra:

- Auditing chats/calls on a daily basis to find the process misses and share feedbacks with associates.
- Be a part of client interactions and escalations on a weekly basis.
- Prepare reports on associate/TL based deviations in process observed on a monthly basis and find repeated defaulters.
- Do Root Cause Analysis (RCA) on specific trouble related issues and share TNIs to the TL and training team for process improvement.
- Perform weekly/bi-weekly dip checks on the floor to understand associates process knowledge.
- Perform random compliance audits on the floor to ensure Zero Non-Compliance.
- Conduct QIT (Quality Intervention Program) with the new hire batches to check the health of the new batches and to maintain quality

Job Responsibility in Wipro:

- Deal with Technical Support for US and Canadian customers.
- Troubleshooting and resolving the Software, Hardware & Networking issues related to HP Pavilion & Compaq Presario Desktops PC's.
- Troubleshooting issues relating to Windows 7, Vista, XP, 2000, 98.
- Revenue generation for HP process.

Achievements:

- Attended Yellow Belt Training (Six Sigma) which was conducted by Tech Mahindra Quality Team. Also worked on multiple projects like NPS (Net Promoter score), ACT (Average chat/call time).
- Featured best associate for the Month of February and April in 2011 and March in 2012 in Wipro.
- Featured many times in HP's Prestigious Agent Affinity Awards for Superb CSAT & TPR (Total Problem Resolution) in Wipro.
- Awarded Kudos certificate for 100% attendance for three consecutive months (Dec 08-Jan 09 and Feb 09- May 09) in Wipro

Educational Qualification:

- Graduate in Science from Manipur University with 1st class.
- Intermediate from City Montessori Higher Secondary School in 2001 with 1st class.
- SSC from Usha Bhavan High School in 1999 with 2nd class.

Technical Qualification:

- Operating Systems : MS-DOS, Windows 7, Vista, XP
- Office packages : MS-Office(Word, Excel, Access & Power Point)
- Hardware knowledge : Basic Hardware & Networking knowledge

Extra Curricular:

- Ex-Cadet of NCC from No. 1 Manipur Air Sqn. NCC.
- Participated Republic Day Celebration held at 1st Manipur Riffle Ground, Imphal.
- Participated the 20th International Volunteer Day held at AMNGOF.

Personal Profile:

Full name	:	Mutum Byron Singh
Father's name	:	Mutum Ibochaoba Singh
Date of Birth	:	1 st April 1984
Native of	:	Manipur
Languages known	:	English, Hindi and Manipuri
Hobbies	:	Playing Chess, football and listening to music.

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

(Mutum Byron Singh)