Purvi Trivedi

Team Leader

A wife, Mother and a Leader. Never giving up attitude keeps me going to explore life to achieve new heights. total Experience of 14 years as working woman and as a Leader with over 9 years' experience leading fraud and customer support service teams for fortune 500 clients. I worked with different LOBs of the fraud prevention domain (suspicious transactions, charge backs, fake accounts, account takeovers, phishing, KYC, document verification, etc.), Customer support for one of biggest eCommerce and more than 9 years experience in the leadership role of handling multiple teams. Multiple Award winner as an Customer support employee, Team Lead, Inspiring Woman and Employee of the year award.

Contact

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Location
Ahmadabad

Education

1999

Secondary Gujarat Board 79%

2001

Higher Secondary Gujarat Board 69%

2002

Drop out from Computer Science Engineering

Key Skills

- Microsoft Excel
- Adaptability
- Time Management
- Presentation Skills
- Problem solving
- Data Analytics
- Expert of finding online frauds
- Excellent written Communication
- Project Improvement

Work Experience

2015 - 2022
TTEC India (NASDAQ: TTEC)

Team leader

Considering my outstanding performance in the role of Team Coach, I was promoted to the role of Team Leader in Apr 2015. As in Team leader role from last 8 years, I handled multiple teams of agents for fortune 500 eCommerce and hospitality portals. I was always go to lead for any agent and that helped me in getting performance in green. Throughout the tenure, received many Client accolades and appreciations from my team members, other team leaders and process managers. Won consecutive best Team lead awards till date.

2014 - 2015

TTEC India (NASDAQ: TTEC)

Team Coach

I not only delivered what was expected out of me as Customer support Representative. i.e helping customers through email or chat, but also went above and beyond by helping the operations team leads by providing process improvement suggestions which indeed improved overall team performance. My attention to details has helped me quickly analyze areas of opportunities and I was always appreciated for this for which I was promoted as Team Coach. As a team Coach, I was responsible for new hired teams performance in which my team was always on top.

2013 - 2014

TTEC India (NASDAQ: TTEC)

Sr. Customer Support Representative

Due to outstanding performance in helping customers with their queries, I was promoted to Sr. Customer Representative within a span of an year. I won top performer awards for consequently 12 months in Chat and email support. I use to also help teammates who are under performers to boost their performance without any expectations. lso, I used to own the floor in absence of Team Leaders and was approachable when it comes to any Ad-hoc projects to improve the process.

2012 - 2013

TTEC India (NASDAQ: TTEC)

Customer Support Representative

I worked as a customer service specialist for one of the biggest eCommerce portals. Apart from providing satisfactory customer experience and meeting productivity targets,

2007 - 2011

iCall Private limited

Processed Associate

I worked as Process associate for US one of the prestigious Mortgage company. Was responsible for getting Mortgage loan replay from the customers. I was always on top for closing the deal and winning awards for best Mortgage agent.

Language

- **English**
- **Hindi**
- **Gujarati**

Hobbies

- **Sketching**
- **Reading**
  self help,
  fiction
  books
- **Watching**
  podcast
- Cooking
- Teaching
  under
  privileged
  kids

Achivements

- Agent of the Year Award for the year 2015 – 2016 - TTEC
- Multiple Top Team lead Awards
- Multiple Top Performer awards in chat and email
- Client appreciation emails
- Most inspiring woman award 2021
- Successfully handled multiple nesting batches and looked after their performance until it became stable
- Identified multiple fraud trends that were documented and published by the client
- Handled one of the most important client's accuracy metrics and helped reduce the error rate from 40% to 10% by performing the RCA for the errors, conducting multiple best practices sessions, scanning cases, passing on timely coaching for the errors, doing shadowing and reverse shadowing sessions with the team
- Successfully handled multiple client projects that were later converted into the regular work-types
- Suggestions provided for process improvements