

Resume

PREMA KALE

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CAREER OBJECTIVE:

Seeking a position to utilize my skills and abilities that offers professional growth while being resourceful, innovative and flexible.

WORK EXPERIENCE:

- **Name of the company:** CONCENTRIX SERVICES INDIA PVT LTD
 - **Process** : LENOVO
 - **Process type:** Technical Support
 - **Designation:** Technical Support Specialist
 - **Duration:** 8th April 2021 to 25th Feb 2022
 - **Promoted:** Floor Support (For OJT candidates)
 - **Duration:** 28th Feb 2022 to 8th March 2022
 - **Duration:** Dispatcher (Advisor II, Tech Support)
 - **Promoted:** 10th March 2023
- **Responsibilities:**
 - **Quality Audits**
 - Perform Quality Audits for cases processed by advisors and publish improvement scopes for the same. Provide real time feedbacks. Keep the team calibrated with all the process updates and ensure mandatory changes are confirmed with clients on weekly calls.

- **Providing floor support**
 - Have always maintained a positive attitude towards all the team members and tried to provide maximum support whenever required in solving queries, maintaining SLA's.
- **Analyze and initiate process improvements ideas**
 - Have always tried analyzing scenarios and initiate process improvements wherever possible.
- **Handling customer queries and requests**
 - Have always tried to understand customer queries and then provide a solution as believe in one-time solution.
- **Sending emails to customer (MSD- Microsoft Dynamics)**
 - Have always tried to maintain the standard quality of the response that is send to the customer. Have maintained a quality above 99%.
- **Achievements:**
 - Awarded Customer Exceptional Service 2022
- **Training sessions:**
 - Have conducted training sessions for new joiners which includes process level trainings, technical trainings.

EDUCATIONAL QUALIFICATION

Qualification	Institution	Year	Percentage %
BCA	D M S M College of Computer Application	Nov 2020	67.78%
PUC	Jyoti PU College	March 2017	53.83%
SSLC	Mahila Vidyalaya High School	April 2015	60.80%

STRENGTH:

- Hardworking and Flexible
- Willingness to learn
- Self confidence
- Calm in complex situations
- Will-can do attitude

TECHNICAL STRENGTH:

- Knowledge of computer application and internet
- Good with MS Office
- Experienced in analyzing data

PERSONAL PROFILE

Name	:	Prema Kale
Date of Birth	:	12/04/2000
Marital Status	:	Not Married
Gender	:	Female
Language Known	:	English, Hindi, Kannada, Marathi
Nationality	:	Indian

DECLARATION:

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

Date:

Place: