

# Dolly Karmakar

## Technical Support - Team Lead

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### SUMMARY

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Technical Support Lead of a 70 member, multi layered team With 5 years of experience delivering enhanced query resolution efficiency, effective escalation management and consistently meeting KPIs while maintaining low attrition rates. Successfully reduced chat AHT by 5% and hence contributing to massive team success. Reflecting utmost dedication to customer satisfaction and achieving all the operational targets on or before time. As a Team Lead my ability of problem-solving & additional strong technical skills helped me achieve CSAT scores above 4.7 consistently, reflecting dedication to customer satisfaction and operational excellence.

### SKILLS

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**Leadership and Management:** Team leadership, People Management, Stakeholder Management, Vendor Management, Service Desk Management, Team Mentoring, Coaching, Knowledge Transfer.

**Service Management:** ITIL Service Delivery, ITSM (IT Service Management), Service Delivery, Incident Management, Problem Management, Change Management, Business Continuity, Kaizen Improvements, Metrics Management, KPI and SLA Management, FCR Analysis, Performance Appraisal.

**Communication and Collaboration:** Business Communication, Project Management, Product Management, Troubleshooting, Escalation Management, KPI Governance, Customer Engagement, Interpersonal Skills, Strong Problem Solving, Customer Service Management.

**Technical Proficiency:** SCCM, Genesys Telephony, Service Now, SNOW, Odigo Telephony, Cisco Any Connect, Global Protect, Log Me in Tool, Next Think, MS Office, MS Intune, Power BI, Excel, Power Automate, Call Auditing, Technical Troubleshooting, Ticketing Tool, DMAIC Methodology.

**Additional Skills:** Analytical thinking, CRM, CMS, Time Management, Conflict Resolution, Training and Knowledge base, Cybersecurity Awareness, Data Analysis, Client Engagement.

### EXPERIENCE

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#### CAPGEMINI INDIA

#### BANGALORE, INDIA

Dec 2019 till date

- Fostered 70+ employees and achieved excellent SLA/OLA over the years with >90% Quality >4.7 CSAT scores, >90% productivity, and 50% reduction in Ticket Volume.
- Executed Employee Management Programs with an improvement from 7.5 to 9.1 with 45 NPS.
- Implemented process improvements that resulted in a [20] % reduction in average resolution time for technical support tickets.

- Monitored and evaluated team performance against key performance indicators (KPIs) and service level agreements (SLAs).
- Effectively managed escalated support cases, demonstrating a calm and methodical approach to problem-solving. Collaborated with internal teams and external vendors to resolve issues promptly and minimize customer impact.
- Successfully managed escalated support cases and critical incidents, demonstrating strong problem-solving abilities, decision-making skills, and the ability to remain calm under pressure.
- Experience in reviewing change impact assessments to understand the potential effects of proposed changes on systems, processes, and stakeholders, and to identify any necessary mitigations.

## **COLLABERA TECHNOLOGIES**

**BANGALORE, INDIA**

Technical Support Associate

Oct 2018 to April 2019

- Provided technical assistance and support to customers via various channels such as phone calls, emails, chat, and tickets.
- Diagnosed and resolved hardware and software issues related to products or services, ensuring timely and effective solutions.
- Handled high call volume of 70+ calls per day and chat volume of 120+ chats per day.
- Maintained quality scores consistently at 90 or above.
- Maintained CSAT scores of 9 or above, ensuring high customer satisfaction.
- Utilized my technical knowledge and troubleshooting skills to diagnose and resolve technical issues efficiently, ensuring minimal downtime and disruption for customers. Escalated complex issues to senior support personnel or engineering teams as necessary, following established escalation procedures.

## **EDUCATION**

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### **B.E – Information Technology**

**RAJKOT, INDIA**

Atmiya University of Technology and Science

May 2014 to Mar 2018

### **HSC - Science**

**RAJKOT, INDIA**

Utkarsh School of Excellence

Mar 2012 to Mar 2014

## **CERTIFICATIONS**

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- ITIL V4 Foundation – Jan 2021
- Six Sigma Yellow Belt-ICyb – March 2022
- Six Sigma Green Belt-QAI – June 2023

## **ADDITIONAL INFORMATION**

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- Participated in SDI and was nominated for best Team Lead.
- Won Internal I Sprint Award for best Projects in 2023