

Shiva VR

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OBJECTIVE

- To associate with an organization where there is an opportunity to share, contribute and upgrade my knowledge for the development of self and organization.

WORK EXPERIENCE

Total experience: 5.2 years

Company name : 24-7 Intouch (IntouchCX)

- From : June 2022 - Feb 2024
- Client : **WALMART, INSTACART**
- Tool worked on : Salesforce, Verint
- Exp : 1.4 year
- Designation : Senior Quality Analyst

EXPERIENCE IN WORKING as a Sr Quality Analyst in WALMART & INSTACART:

- Conducting QA rubric sessions for NHTs during Training/Nesting phase
- Understanding different personalities and providing one-on-one feedbacks
- Keeping myself up to date with the process and customer handling
- Attending/Conducting calibration calls with Operations & Clients
- Organizing QA major score offs to understand area of improvement and communicating the same with the Training team to conduct refresher sessions
- Submitting timely reports to the management on daily, weekly & monthly basis.

Company name : Tech Mahindra

- From : January 2021 - June 2022
- Client : **TELSTRA, TARGET**
- Tool worked on : Salesforce
- Exp : 1.6 year
- Designation : Level 2 (Sr Technical Support Associate)

EXPERIENCE IN WORKING WITH TELSTRA, TARGET :

- Providing technical resolutions for network issues(phone network/broadband).
- Handling frustrated, disappointed customers with utmost patience and explaining the process limitations when needed with best convincing skills.
- Educating the customer on the functionality/specifications/features.
- Dealt with B2B in addressing the transportation concerns with the store heads directly
- Scheduling and modifying the trip details and communicating the same with the store heads and drivers accordingly

Company name : Q Connect

- From : March 2019 - February 2020
- Client : **AIRTEL PAYMENT BANKING**
- Tool worked on : CRM
- Exp : 1 year
- Designation : Level 2(Sr Customer Support Associate)

EXPERIENCE IN WORKING WITH AIRTEL PAYMENT BANKING:

- Helping customers with performing transactions, investigation on unauthorized payments
- Educating the customer on the offers, sales & rewards when eligible
- Handling frustrated, disappointed customers with utmost value and providing best knowledge and skills to deescalate by providing best customer experience, educating the customer on functionalities of the products.
- Assisting Nesting agents in handling the contacts and supporting them in understanding the process guidelines

Company name : Tech Mahindra

- From. : November 2017 to February 2019
- Client : **VODAFONE**
- Tool worked on : CRM
- Exp : 1.4 year
- Designation : Level 1 (Customer Support Associate)

EXPERIENCE IN WORKING WITH VODAFONE :

- Handling Customers on calls with the technical concerns and delivering customer support.
- Helping customers with the troubleshooting steps to be performed to identify the root cause.
- Providing technical resolutions for network issues(phone network).
- Helping the customers in setting up the service request if the issue isn't fixed.

EDUCATION

- Sri Chaitanya Junior College - MPC Branch, Board Of Intermediate Education (2014)
- Sasi Educational Institutions - SSC (2011)

HOBBIES

- Listening to music
- Interested in Cars/Bikes
- Working on strengths & weakness

SKILLS :

- Good communication and interpersonal skills.
- Ability to work independently or in a team and handling the team.
- Fast learning and adaptive, committed and able to work under pressure.
- Typing speed : 40-45 wpm.
- Thinking out of the box to find solutions on RM's approval.

PERSONAL DETAILS

- Name : SHIVA VR
- Date of Birth : 17-02-1996
- Marital Status : Single
- Father's name : R Sai Kumar
- Languages Known : Telugu, English, Hindi
- Nationality : Indian

DECLARATION

- I hereby declare that the above information is correct to the best of my knowledge and I take complete responsibility for any false information.

SHIVA VR

Place: Hyderabad