# Objectives

To work for a challenging company which offers professional development and growth potential and to further build upon my academic and experience to benefit the employer and advance my career.

# Experience

## Company: Copyright Integrity International

## From: June 2012 to Nov 2013

## Designation: Subject Matter Expert/ Quality Analyst

## Company Profile:

## CII is a Bangalore based company who are into protecting ‘’Digital’’ assets for rights holders.

Started as an agent-basic level collecting information on digital piracy. Promoted as quality analyst finding the source and ensuring the threats of online piracy been escalated to the proper channel.

## Company: Navya Technologies Private Limited

From: May 2009 to May 2012

Designation: Email support executive

Promoted as Team leader from July 2010

COMPANY PROFILE

o   Navya Technologies is a Bangalore based consulting company with clients such as Interactive Corp, (Owners of Match.com, Singlesnet.com) Playrific (a US based company offering online content solution for children).

o   Navya Network (a US based company building an expert system to determine the best course of treatment option for a complicated medical case).

Job profile

Responsibilities and Achievements :

o   Email Support: Handling Customers profiles and solving any queries / issues with the account (Singlesnet.com) related through emails.

o   Quality: Worked as QC, checking the quality of day-to-day work completed by the individual on a daily basis to make sure the given response is precise.

o   As a Team leader handled the team of 8-10 agents.

o   Inspired each and every team member to perform and give their best.

o   Determined the duties and responsibilities of individuals in a team.

o   Analyzed the individual performance of the team and motivated them to perform even better.

o   Analyzing the assigned projects and distributing the tasks to the members as per their area of expertise.

o   Reported any problem of fault in the project to the project manager or supervisor.

Company: AOL (Earlier Aegis BPO Service LTD).

From: June 2006 to Dec 2008

Designation: Technical Service Executive

COMPANY PROFILE

o   Aegis BPO service is India’s leading end-to-end Call Center and BPO service with both International and domestic processes.

o   Delta Three is a leading provider of VoIP solutions to consumers, resellers and service providers worldwide.

o   Delta three’s comprehensive solution for high-quality, low-cost IP products and communications services.

o   Such products currently include: Broadband Phone Service, using a Broadband Phone adaptor such as the Linksys PAP2 and Cisco ATA., PC-to-Phone which is a soft phone dialer, Receiving Calls service and Virtual Calling Cards, available for access from locations throughout the world.

Job Profile

o   Interacting with the customers across the globe through Emails, Online Chats, through phone calls if required.

o   Online troubleshooting for the customer Queries [Billing as well as Technical].

o   Customize emails and provide solutions using necessary tools available as per the technical difficulties with the usage of Broadband adaptor

o   Coordinating with the various higher-level departments responsible for shipment of the Linksys adaptor and about the technical issues.

o   Handled team of about 7 to 10.

o   Specialized in Survey Analysis and sending weekly report about Customer Satisfaction and Dissatisfaction with customer service as well as product offered by Delta Three.

o   Worked as a senior technical representative for AOL. Resolved customers concerns technical and non-technical regarding the AOL software.

 Company: Customer First Services (P) Ltd.,

From: March 2005 - Nov 2005

Designation: Customer Care Officer (C. C. O).

Job Profile

Outbound Calling:

o   Interacting with LG Dealers about complaints or Demonstrations for the home appliances.

o   Inbound Calling:

o   Customer service, interactive services, Complaint resolution.

 Company: ICICI One Source

From March 2004 to December 2004:

Designation: Customer Service Representative.

COMPANY PROFILE

o   ICICI One source is among India’s leading end-to-end Call Center service providers with proven full-service expertise for customer industries including financial services, retail, telecom and utilities.

 Job Profile

o   Outbound Calling (Direct marketing, Verification)

o   Inbound calls (Customer service, order capture, Interactive services, Complaint Resolution)

# Education

### 1999-2002

## Course - Bachelor’s degree in Science (B.Sc).

## Institution - A.V.K. College for women, Davangere.

## 1997-1999

## Course - Pre-University College (PUC),

Institution - A.V.K. College for women, Davangere.

# Skills

* Excellent verbal and written communication skills. Well versed with regional languages like Kannada Tamil, and Hindi.
* Outstanding organizational ability.
* Problem solving and conflict resolution skills.
* Good judgement and decision-making aptitude.
* Good MS Office skills.
* Attention to detail.

# Hobbies/Interests

A self-taught artist. Drawing, Painting and Crafts are my ability. Recent passion is coffee painting and Mandala art. Have conducted few summer camps (Drawing/Crafts) for children.