



TRIPTI SINGH

TEAM LEADER

302, Rajyalakshmi Residency,
RR Layout, Doddathogur Cross,
Electronic City Phase 1, Bangalore, 560100, India

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singhtrip29@gmail.com

EDUCATION

HIGH SCHOOL DIPLOMA

KENDRIYA VIDYALAYA
HPCL JAGIROAD,
JAGIROAD
2010

HIGHER SECONDARY

KENDRIYA VIDYALAYA
HPCL JAGIROAD,
JAGIROAD
2012

BACHELORS'S IN COMPUTER APPLICATION

JIWAJI UNIVERSITY
GICTS COLLEGE,
GWALIOR
2015

LANGUAGES

- English
- Hindi

HOBBIES

PAINTING, DANCING, PLAYING
OUTDOOR/INDOOR GAMES,
READING, WATCHING MOVIES

ABOUT ME

- Dedicated Team Leader motivated to maintain team management, with all the knowledge about the product or services and contribute to company success. Proven ability to establish rapport with team mates, clients and customers. Reliable and driven, with strong time management, multitasking and prioritization abilities.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE | JUN 2015 - FEB 2016

TELEPERFORMANCE, GURUGRAM

- Keep records of customer's rides or transactions, details of inquiries, complaints, or comments, as well as actions taken.
- Check to ensure that appropriate actions were taken to resolve customers' problems.
- Resolve customer's service or billing complaints by performing activities such as refunding money, adjusting bills or adding credit points.
- Refer unresolved customer grievances to designated departments for further investigation.

INFORMATION RETRIEVAL OFFICER | DEC 2016 - APR 2018

JUST DIAL LTD, NOIDA

- Responsible for handling calls and providing information as requested by the caller, using a very user friendly software.
- Ensure that appropriate information is provided while taking a call adhering to the quality norms.

SR. CUSTOMER SERVICE REPRESENTATIVE | AUG 2018 - SEP 2020

CONCENTRIX SERVICE LTD, BENGALURU

- Helping customers with technical issues in their iOS and MacOS devices (Software related).
- Handling escalation calls and raising Technical assistance tickets with engineers to resolve customer's device issues.

SR. SUBJECT MATTER EXPERT | OCT 2020 - FEB 2021

CONCENTRIX SERVICES LTD, BENGALURU

- Helping advisors to understand and solve the issues customer reports. Real time support on calls.
- Responsible for team's performance
- Handle team and manage the performance data.
- Provide recommendations for procedural improvements and coach advisors

SKILLS

- Problem Solving
- Team Management
- Critical Thinking
- Time Management
- Prioritization
- Motivation
- Team building
- Effective Communication
- Decision Making

PERSONAL DETAILS

- Date of birth
29/03/1995
- Nationality
Indian

○ TEAM LEADER | FEB 2021 - PRESENT

CONCENTRIX SERVICES LTD, BANGALORE

- Helping customers with technical issues in their iOS and MacOS devices (SW related).
- Handling escalator calls and raising Technical assistance tickets with engineers to resolve customer's device issues. Sr. Subject Matter Expert
- Helping advisors to understand and solve the issues customer reports. Real time support on calls.
- Responsible for team's performance
- Handle team and manage the performance data.
- Provide recommendations for procedural improvements and coach advisors Team Leader(Feb
- Ensure daily Schedule Adherence. Regular Quality checks, conveying updates/feedbacks and Performance monitoring for all Advisors on a weekly and monthly basis.
- Keep the OM regularly updated of any developments relating to the performance of the team, updates received and queries from Clients
- Issue & Keep track of coaching plans and PIP letters.
- Work with the Team Manager/Operational Manager to plan and provide support and guidance with Disciplinary & Grievances, completing documentation and scribing for interviews
- Set targets for the team. Ensure target achievement adhering to Service Level Agreements
- Conduct regular briefings for the team to discuss performance, Organizational policies and process updates
- Ensure strict adherence to compliance. Conduct Quality Audits for the Team on a regular basis
- Manage attrition rate within target levels, Ensure high levels of motivation among the team
- Prepare reports (ad-hoc/BAU) periodically to be sent to the client.
- Act as an interface with the client and to be responsible for completely managing the day-to-day operational functions for the team.
- To be a single point of contact for addressing grievances, Respond and resolve issues arising out of work or from within the team.