

RESHMA SUNDAR

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Objective

Having the ability to work in a team also within a fast paced environment. Looking for a role where I can use my interpersonal and analytical skill to contribute towards the goal of the company while contributing to grow myself

Experience

08/2020 - 10/2021	CSS Corp Pvt Ltd Engineer Mediassist
10/2021 - Present	lopex technologies Junior Quality Analyst Apphelp

Education

2010	AET HIGHER SECONDARY SCHOOL SSLC 95%
2012	SRI SARADHA MATRIC HIGHER SECONDARY SCHOOL HSC 86%
2016	CMS COLLEGE OF ENGINEERING B.E - Electronics and communication engineering 78%
2022	PONDICHERRY UNIVERSITY MBA-Human reaources 70%

Skills

Designing Packages : Ms. office

Operating system : Windows

Projects

CSS Corp Pvt Ltd - Mediassist

Worked with various teams and co-ordinated in different projects which is health insurance.

Prepared reports and analysis on monthly trends and helps to understand the lack and needs for the projects.

Monitoring the queue and team assistance in the absence of Team Lead.

Participating in calibrations to understand the team score drop and improvement areas.

lopex Technologies

Worked with three LOBs which is Technical support includes voice and chat .

Having monthly and weekly trend for every agent to make sure there is no repeated defaulters

Sending weekly reports on agent and sales trend for the team

Conducting internal calibration and also participating in weekly business review call with client also providing process recommendation

Group coaching session will be conducting for the team on weekly basis

New Hire coaching includes orientation and MSV

Achievements & Awards

CSS Corp Pvt Ltd

1) High Flyer Award 2) QA Topper Of The Year

lopex

1) Best QA Award Recognised by client 2) QA Championship Of The Year

Languages

Tamil

English

Declaration

The above mentioned informations are true to the best of my knowledge.