

Chaitanya PG

Senior Associate - WPC

Capable Senior Associate with proven history of enhancing workflow and business operations. Proficient in best practices, leadership strategies and employee motivation to boost productivity and job performance. Well-coordinated in addressing problems, investigating root causes and implementing successful resolutions.

Contact

Address

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Phone

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Skills

Workflow 


Management Advanced

Data 

Collection & Research Advanced

Analyzing 

patterns Advanced

Organization 

and Time Advanced

Management

Software

SQL 

Intermediate

Siebel 

Upper intermediate

Work History

2022-02 -

Current

Senior Associate - WPC

HCL Technologies, Noida, Uttar Pradesh

- Managed real-time inbound call traffic across multiple contact center locations.
- Produced reports to support smooth internal operations and internal career progression.
- Optimized schedules, forecasts and other tools to present to management.
- Managed overtime, shift swaps, breaks and PTO requests.
- Set and adjusted to schedules to maintain optimal coverage and service levels.

2019-08 -

2022-02

Analyst

HCL Technologies, Noida, Uttar Pradesh

Responsibilities:

- Recommend controls by identifying problems; implement improved procedures
- Monitor project progress and support team to achieve desired results.
- Deliver in-depth training and best practices for Data security and integrity.
- Perform QC checks to access quality of system and provide continuous feedback.

2018-04 -

2019-07

Senior Customer Relationship Executive

Defend IP, New Delhi, New Delhi

- Used consultative techniques to understand customer needs and helped strategizing business needs.

Microsoft Office Upper intermediate

Languages

English Advanced

Hindi Advanced

Tamil Upper intermediate

Malyalam Intermediate

- Provided actionable insights by analyzing data metrics to improve efficiency and performance.
- Took complete ownership of training and mentored ~ 5 batches per year adhering into business needs thereby creating sustainable environment with quality.
- Managed finished works and version edits for comprehensive record of each file.

2017-02 -
2017-08

Call Center Representative

BLS International Services, Bur Dubai, Dubai

- Maintained fiscal records and accounts.
- Informed customers by mail or telephone of additional steps needed to obtain passports and visa.
- Responded to requests for information from public, other municipalities or state and federal legislative offices.
- Answered and managed incoming and outgoing calls while recording accurate messages for distribution to office staff.

2014-07 -
2015-01

Technical Operator

Mphasis Limited, Noida, India

- Handled average of 70+ customer queries per day with solutions, information and recommendations.
- Experienced with customer relationship management (CRM) framework.

Education

2021-09 -
Current

Data Science And Analytics For Business: Data Processing Technology

Shiv Nadar University - Noida

2010-04 -
2014-03

B.Tech ECE (61%)

Uttar Pradesh Technical University - Ghaziabad,

UP

2009-04 -
2010-03

HSC (64%)

Taksila Public School - Delhi

2007-04 -
2008-03

SSC (77%)

Greenfields Public School, CBSE - Delhi