

Anna Garima William

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About Me

Customer Relation Specialist at CoinSwitch with 5+ years of experience in diverse fields of technology, online food app and fintech companies . Handling techno-commercial business of varied ongoing and diversified projects and general office administration. Outgoing and detail oriented, proficient in building professional relationships. Master's degree in Machine design can execute actions related to escalations, execute corporate management functions, commercial activities, product related process setups while meeting deadlines.

SKILLS

Effective communication
Knowledge of a product or service Adaptability
Creative
Empathetic and Active Listening
Time Management
Email writing
Microsoft Excel
Process Improvement

Certifications

- To create a Lead Generation Messenger Chatbot using Chat fuel.
- Pursuing an online course on statistical concepts to perform exploratory data analysis, understand the key principles of sampling, and select appropriate tests of significance of multiple contexts

EXPERIENCE

CoinSwitch, Bangalore– Technical Operations Engineer Aug 30, 2021 – Presently working

- Screened and initiated calls to the users who required assistance on the services provided by CoinSwitch.
- Maintained track record of all the queries initiated over chat and emails and followed up with the concerned team.
- Practised effective verbal communication and ensured timely resolution of the issues of users.
- Trained batch mates and new joiners on SOPs.
- Actively shared feedback and suggestions on the decision tree made for various operations. Also, helped the training team to build a tool for Advisors' to find quick resolution while handling a chat. Worked on building BOT conversations for the chat platform.

PhonePe, Bangalore — Advisor

June 2020 - August 29, 2021

- Acting as a point of resolution for customers who have complaints. Respond to customers' enquiries relating to information, product functionality and fault calls, resolving as many queries as possible on the first interaction.
- Logging and classifying all calls and requests for assistance in the customer relationship management system.
- Manage the resolution process for customers relating to data and applications for a particular service.
- Track enquiry resolution progress and proactively call customers with a status update or resolution if queries cannot be resolved on initial interaction.
- Recognize and escalate recurring problems, inferior processes or outdated procedures. Accept additional projects or areas of responsibility that will improve the team's performance

Swiggy, Bangalore — Senior Fulfilment Expert

Nov 2018 - May 2020

- Serve as primary contact for all customer inquiries and questions
- Inbound calls, emails, chat and web based service requests from customers
- Handle complaints, provide appropriate solutions within the time limits
- Work with confidential customer information
- Exercise effective customer retention efforts when necessary
- Maintain and update knowledge of product releases, upgrades and changes on a consistent basis
- Problem solve to help customers resolve issues
- Update customer information and ensure accurate entry of contact information into various software programs
- Provide excellent customer service at all times

Matcon, Bangalore — Senior Engineer

April 2017 - March 2018

- Increased knowledge of aircraft systems, flight test program procedures, documentation and regulatory requirements.
- Served on a team that conducted flight readiness reviews for new aircraft. Helped perform ground vehicle tests, fit checks and remote site test preparations.
- Prepared detailed test plans, reports and documentation in Quality Compliance
- Preparing quotations and price analysis
- Assist in the development of account management plans for the company

EDUCATION

Christ University, Bangalore — M.Tech, Machine

Design March 2015 - March 2017

Pursued Master's from Christ University Bangalore with a CGPA of 3.7/5. Participated in many technical seminars and presented Research papers in seminars

SHUATS, Allahabad — B.Tech Mechanical

April 2010 - June 2014

Pursued B.Tech from SHIATS, Allahabad, with a

score of 8.35 GPA. Published Technical Research
Journal.