

TUHINA DAS

INCIDENT MANAGER

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Hoskote

Bengaluru, India 562114

PROFESSIONAL SUMMARY

To seek and maintain a full-time position that offers professional challenges utilizing people skills, excellent time management and critical thinking skills. Resolute professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

WORK HISTORY

January 2022 – Present

IT Service Management Analyst, Accenture Solutions Private Limited

- Responsible for driving positive outcomes within reactive support, including support case progression and management across both standard and critical severity cases.
- Handling escalations, reporting, problem management and customer communications.
- Partnering with Customer Success Account Managers (CSAMs) to support the development of insights that can inform solution and operational health program development.
- Managing Incident Management bridge calls with support team, client, and management.
- Investigating and Problem Identification, producing statistics and reports to understand repetitive incidents and sharing the analysis with Stakeholders.
- Functioned as a key contact specialist and demonstrated Expertise in maintaining relationship with Microsoft stakeholders, key partners and understanding the requirements and challenges.
- Strong working knowledge of tools such as Microsoft Relationship Management Experience, Customer Support Inquiry Tool, Power BI, Dynamics for Microsoft, Critsit tool, SharePoint.
- Mentoring new Incident Managers, handling, and motivating team members by assisting in achieving the organizational objective.

May 2017 - January 2018

Technical Support Executive, HP Inc.

- Troubleshooting and Assisting HP laptops and desktops for Asia pacific region.
- Investigating and resolving technical issues over calls and emails.
- Researching and resolving top drivers within the floor. Providing floor support within the team.
- Escalating and notifying Team leader and manager about top priority issues.
- Documentation of call logs.
- Working towards customer satisfaction and case closure.

April 2014 - November 2016

Growth Path in Concentrix (Earlier Minacs)

- Customer Relation Executive — July 2015 - Nov 2016
- Senior Associate (Tier 2) — Oct 2014 - June 2015
- Associate (IOS - Tier 1) — April 2014 - Sep 2014

Customer Relation Executive, Concentrix

- Providing coaching and training to staff on latest updates and process.
- Preparing training materials for new batches. Managing delegated cases from higher managements (e.g., Executive Relations, Vendor Managers, Country Head) along with high end escalation calls from Level 1 and Level 2 support team.
- Collaborated with different teams such as technical services. Service Centers, Resellers, Agreement Administration, and Warehouse Team to deliver the service by using the product, service process and client specific knowledge within the defined timelines.
- Providing prompt and accurate feedback on delegated cases. Handling exceptions, appeasements, and refunds for the customers.
- Preparing advisor monthly report. Coaching the advisors.
- Handling Team in the absence of Team Leader.
- Attending the Quality Review Meetings. Discussing daily survey updates with the manager and head of operations.
- Analyzing calls and providing constructive feedback. Analyzing Top drivers within the team.
- Organized daily workflow and assessed appropriate staffing to provide optimal service.
- Supervised daily operations and functions to maximize revenue, customer satisfaction and employee productivity.

Education

- University of Nagpur — BE in Electronics, 2013
- Maharashtra Board - Higher Secondary, 2007
- Maharashtra Board - Secondary, 2005

Handled Tools

- SAP
- MS Excel

- Outlook
- ServiceNow
- Power BI
- AWS

SKILLS

- Incident Management
- Friendly and Patient
- Organizational Skills
- Highly Professional
- Issue and Resolution Tracking
- Verbal and Written Communication
- Multitasking and Prioritization
- Technical Troubleshooting
- Customer Service Support
- Resolving Problems and Incidents

Achievements

- Client Recognition for 'Best Customer Handling Skills'
- 'Best performer' Awards
- Unsung Hero Award from Concentrix Client Recognition Awards (Apple)

Personal Details

Date of birth : 26-MAR-1989

Gender : Female

Marital status : Married

Languages known : English,

Hobbies : Listening to Music

DECLARATION:

I hereby declare that the above written particulars are true to the best of my knowledge.