

Curriculum Vitae

R.Harshita

#373/21, 65th Cross, 5th block
Rajajinagar, Bangalore-560010
Contact No. : +91 9886636336

Email ID: harshitar26@gmail.com

Carrier Objective:

- To work in a highly competitive environment where professionalism and enthusiasm is recognized and team playing is stressed. To learn new skills that will be combined with my education and work experiences for maximum individual and corporate growth.

Skill:-

- Strong Communication
- People Management
- Training and coaching
- Business and Capacity planning
- Client management & connect.
- Data Capturing, Analysis and Reporting.

Educational Profile:

| Exams Passed | Year of Passing | University |
|--------------|-----------------|----------------------|
| S.S.L.C | 2007 | Karnataka Board |
| PUC | 2010 | Bangalore University |

Professional Experience:

- 6 Months (Jun'14 – Jan'15) Worked in HP Global Software PVT LTD.
- 19 Months (Mar'15 – Oct'16) worked as Admin in Appollo Solar Systems PVT LTD.
- 70 Months (Apr'17 – Till date) working as Team leader in Concentrix Services PVT LTD.

6 Months (Jun'14 - Jan'15) - Worked as an executive in HP Global Software PVT LTD.

- Handling calls, pertaining to desktop and server issues.
- Creating tickets and logs for the support team.
- Dispatching the ticket to the relevant department within stipulated time.
- Resolving queries online
- Have received Best Employee of the month twice.

19 months (Mar'15 - Oct'16) - Worked as an Admin in Appollo Solar systems PVT LTD.

- To approach SME'S for Business Promotion solutions like Off grid and on grid Power plants and other Solar applications etc.
- To educate clients about the benefit of associating with Appollo Solar Systems Pvt Ltd.
- To deal with the new clients and Existing clients for business.
- Meeting clients for face-to-face presentation on daily basis and achieving sales target.
- Manage accounts and meet or exceed targets relating to revenue growth, activities, profit margin, mix of products and services sales, customer retention and customer acquisition.
- Provide regular feedback to senior management about marketplace and competitor activity.

70 months (Apr'17 - Till Date) Working as Team Leader in Concentrix Services PVT LTD.

- Daily work management and execution of performance reporting operations activities
- Handling team size of 30 members currently.
- Overseeing the performance and providing daily direction to a team of Team Leads and CSRs to deliver to Organization goals of Service standards and Productivity standards.
- Highlighting the VOCs to Clients on regular intervals to fix the internal process to avoid customer dis-satisfaction.
- Provide statistical and performance feedback and coaching on a regular basis to each team member.
- Preparing RCA on advisor performance. Be available for employees that experience work and / or personal problems providing appropriate coaching, counseling, direction and resolution.
- Ensuring a clean, safe and friendly working environment.

Personal Details:

Name : R Harshita
Father name : K Ramesh
Date of Birth : 26th Feb 1991
Marital Status : Married
Languages Known : English, Kannada, Tamil and Telugu

Interest

- Travelling.
- Cooking

Declaration:

I hereby declare that this information is true to the best of my knowledge and if required, ready to furnish the relevant certificates.

R Harshita