

Priyal Hariyal

FATEHPURA KHUMBHARWADA OPP. HANUMAN TEMPLE VADODARA

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Objectives:

- Over 4+ years of experience in customer service, handling calls and promoted to a new process within 9 months, where the job profile asked for dealing with high priority calls of agitated customers.
- Promoted as Quality Analyst in an international company (E-tech Global Services).
- A highly organized and hard-working individual looking for responsible position to gain practical experience.
- Have expertise working in different campaigns, auditing, and analysing the calls and providing insights to the clients.
- Make sure that the agents maintain the quality of the call and parameters.

Additional Skills:

- Good verbal and written communication and interpersonal skills.
- Exceptional listening and analytical skills.
- Ability to effectively organize, prioritize, multi-tasking and manage time.
- Ability to work independently.
- Excellent attention to detail.
- Ability to exercise strict confidentiality in all matters.
- Active listening.
- Understandable accent.
- Self-control in tricky situation, immensely adaptive and keen perception.
- An in-depth in understanding the business.
- Computer Proficiency -Outlook, MS Excel, Word, and Power Point.

Rewards and Recognition:

- August 20' – Most Improved
- October 20' – Most Improved
- January 21' - Excellent Work
- April 21' – Top Performer
- June 21' – Excellent Work
- August 21' – Excellent Work

Education:

- Indian Institute of DMLT Vadodara -2015 ▪ Diploma.
- Urmi School & Hostels, Vadodara, Gujarat - 2014 ▪ HSC
- Don Bosco Academy, Alirajpur, Madhya Pradesh - 2012 ▪SSC

Professional Summary

Convin.AI

11th April 2022- Till date

Quality Analyst

- Monitoring calls and report data trends
- Gathering and tracking individuals and team progress using a quality tracking data management system.
- Reviewing customer care emails and replies.
- Participating in client and consumer listening initiatives to discover consumer requirement and expectations.
- Deliver actionable service to multiple internal support groups as required.
- Manage and organize call sessions for sales team.

E-tech Global Services

23rd Dec 2019- 7th Apr 22

Quality Analyst

- Complete quality audits in accordance with current campaign guidelines. Using designated tools to ensure targets are met and turnaround times are adhered with defined accuracy standards.
- Provide written and verbal feedbacks to leaders/operations/clients on quality scores with areas of opportunities at agent, process, and campaign level.
- Provide necessary feedback to operations or clients to ensure critical compliance and behavior issues are reported or escalated, including unethical actions.
- Assist leaders with improving customer interactions, sharing feedbacks on calibration calls and provide input for recommendation.
- Assists with routine and ad hoc requests.
- Supporting projects and initiatives within the department.
- Maintain confidentiality of all the reports, files, schedules, database, and documents as well as all customer and proprietary information.
- Send data and reports to account stakeholders when needed.

Concentrix Service Pvt. Ltd.

8th Sep 2018- 21st Dec 2019

Customer Service Representative

- Answering inbound calls within the guidelines established by the client.
- Assisting the customers with their queries and issues, and providing them with the best resolution possible, while maintaining the call parameters and quality as well.
- Followed-up with customer to assure customer satisfaction when required.
- Be flexible in an environment by championing and embracing change.
- Listen actively and converse with the customers and make sure that the customers are given all the required support and their concerns are resolved in the first attempt (First call Attempt).
- Required to maintain 85% calling standards, and no less than that.
- Promoted to a new process within 9 months, where the job profile asked for dealing with high priority calls of agitated customers.

Manoj Tuition Classes

2017 – 2018

Teacher

- Taught English to the students of class 10th, 11th, and 12th.
- Prepared the tests and conducted extra Classes when Required.
- Taught Economics to the students of 11th and 12th.