Saurav Tiwari

South West Delhi, Delhi, India

in linkedin.com/in/saurav-tiwari-42080016b

✉ souravtiwari10@gmail.com   ☎ 7011830685

Summary

Experienced Senior Associate with a demonstrated history of working in the internet industry. Skilled in Python (Programming Language), SQL Google Analytics and Google Sheets. Strong professional graduated from Delhi University.

Experience

Senior Associate
magicpin (Samast Technologies)
Jul 2019 - Present (1 year 2 months +)

2. Playstore Rating Analyses:- Analysed play store rating of particular users or the key areas where we should improve our product and how we can drive more traffic to increase our play store rating.

Product-related changes:-

- Changes done in App UI with more information Like (Transaction Page and Redeem page.
- Auto-Delisting process in Phone Recharge and Third-party voucher (Amazon, Flipkart and etc.) in this the voucher gets automatically delisted from the app when any voucher failure is more than 5.
- Placed more Vouchers for users with more save%, to drive the user experience smoothly with more options.
- Coupon Code related changes where we have placed a system over the app, where user can check the coupon code and Failure response (Why the coupon code is not working over the app)

Senior Associate
magicpin (Samast Technologies)
Jul 2019 - Present (1 year 2 months +)

(1) Integration and Report automation:-
- Built Auto-reply bot {freshdesk reply API} Cashback, Payment Issues and Phone Recharge related queries.
- Integrated Automatic reports like Freshdesk Metrics, Phone Recharge Hourly Consumption with their failure response, Voucher, cashback and orders consumptions.
- Automate NPS Trend report (Week, Month and Day wise)
- Automate Playstore rating notification, by using the data from freshdesk and our database with some set of logic.
- Integrated some new rules like Freddy Thanks detector and New dispatcher rules for order tickets.
-Integrated Webhooks of Google chat room API, so the agents can pick up the tickets faster with public notification.
- Integrated magic order dashboard for our Agents, so that they can easily get all the details of the user and orders.
- Integrated In-app notification over the app, when any agent replies from the freshdesk.

(2) Data work:-

NPS Data:- We have started to work over our NPS Data with our Seniors, where we have -30 NPS, we have analysed some gap in our Process and App Information, where we have driven our NPS to +35 with Good customer satisfaction.

App Related Charges:-

- Placed FAQs over the Helpdesk Section of the App, so this will reduce ticket flow as well.
- Updated Voucher T&Cs UI and Other relevant information over the app, so the information to the user crystal clear.
- Placed more information over the app, Regarding, Cashback, Payments and App related issues, so the user doesn't have to create the ticket for more information.
- Modified transaction section of the app, with more Details.

Process related changes:-

- Modified replies of all Agent and added more information over their canned responses.
- Added 3 Level of responses over the freshdesk, for all relevant issues.
- Defined SOP of all issues.

Operation Associate
magicpin (Samast Technologies)
Aug 2018 - Jul 2019 (1 year)
(1) Worked on Customer Resolution.

Worked on those areas, where we were breaking our customer satisfaction and trust for our Organisation. Have made a well-defined end to end process for the team.

(2) Team Dashboard and Performance.

Made a performance dashboard of the team and individual agent, so that we can track the progress, over the Google Data Studio.

Education

Delhi University
Bachelor's degree
2015 - 2018

Kendriya vidyalaya
12, English Language and Literature/Letters
2014 - 2015

Licenses & Certifications

Most Valuable Player - magicpin (Samast Technologies)

Skills

Customer Service • Microsoft Office • Management • Microsoft Excel • Leadership • Team Management • Microsoft Word • SQL • Python (Programming Language) • Freshdesk