

Deepali Verma

Technical Client Support – Application Team



deepali.verma07@gmail.com



7838283221



Delhi

Highly skilled and dedicated Technical Client Support Specialist with 7+ years of experience in providing exceptional support to clients in various industries. Proven expertise in troubleshooting technical problem-solving and delivering solutions to enhance customer satisfaction. Demonstrated ability to manage multiple tasks and prioritize effectively in fast-paced environments.



SKILLS

Troubleshooting and Resolution, Root Cause Analysis, Requirement Analysis, Ad-hoc query resolution, JIRA bug and issue tracking, Kronos, Workday, Oracle ERP, Team Handling, Performance Management, WinSCP, Log Analytics tool.



WORK EXPERIENCE

Senior Associate - Technical Client Support Team

AMH India Pvt Ltd

05/2023 – Present

Responsibilities/Tasks

- Responsible for streamlining the processes.
- Oversee the incoming incidents and providing solutions.
- Responsible for team management of 10+ people.
- Troubleshooting the ad-hoc/reported issues.
- Enforced stringent quality control measures, conducting regular audits to ensure precision and regulatory adherence.
- Created RCAs for incidents reported.
- Identified frequently occurring incidents and created SOPs for the team.
- Frequently conducted team training based on SOP's.
- Responsible for creating and presenting the weekly and monthly dashboard to the clients.
- Preparing team utilization and sharing the feedback with the team.
- Responsible for regular Audits and updating multiple trackers (RCA, FAQ Log).

Business Delivery Analyst

Accenture India Pvt Ltd

07/2021 – 05/2023

Responsibilities/Tasks

- Responsible for leading the team with 10+ people.
- Successful deployed Workday in my organization, with providing training to the team. During this process developed many SOPs and training material.
- Closely worked with Development team to resolve queries and incidents raised post deployment of Workday.
- Troubleshot and reviewed the logs generated on our in-house portals.
- Solved 40+ incidents making sure no SLAs are breached.
- Identifying opportunities and submitting proposals for process improvement with respect to tools, staff, training, process, procedures, and work instructions.
- Maintained and viewed logs using Log Analytics.

Senior Executive – Delivery Team

EXL Service Pvt Ltd

09/2019 - 04/2021

Responsibilities/Tasks

- Handled incidents raised by employees over JIRA, IT-Helpdesk.
- Worked closely with BA for requirement analysis.
- Created SOPs for the deployment process.
- Took part in Auditing the requirement.
- Provided quality assurance of the delivering product.
- Resolved ad-hoc queries on calls.
- Experience in Oracle ERP.
- Sharing logs to development teams via WinSCP.

Executive

EXL Service Pvt Ltd

09/2017 - 04/2019

Responsibilities/Tasks

- Provided solutions to claim related queries majorly in property and casualty insurance i.e. processing P&C claims, Customer satisfaction etc.
- Follow up with the customer and the onshore team for any unresolved issue to maintain customer satisfaction.
- Preparing Audit sheet and other reports.
- Managing work allocation for the team.



ACHIEVEMENTS

- Successfully launched Workday (Accenture India Pvt Ltd).
- Received Employee of the Quarter twice (AMH India Pvt Ltd).
- Received Employee of the Month twice (Accenture India Pvt Ltd).
- Received Employee of the Month twice (EXL Service Pvt Ltd).



INTERESTS

- Learning new tools.
- Reading.
- Participating and organizing events with Employee Engagement Teams.

I hereby declare that the information provided in this CV is true and correct to the best of my knowledge and belief.

Sincerely,
Deepali Verma