

PROFESSIONAL EXPERIENCE

Senior Associate Aug '22 - Present

Blackbox Network Services

- **Invoice Management Expertise:** Proficient in real-time maintenance of the **AP Invoice Tracker** using the **ServiceNow** platform, ensuring accurate and timely data entry.
- **Financial Reporting Acumen:** Skilled in the **creation and verification of Annual Financial Reports**, including comprehensive lists of top-performing companies, utilizing Excel based on managerial directives.
- **SAP Proficiency:** Demonstrated experience in **managing SAP Invoice Tracker**, updating spreadsheets with **essential data for accurate record-keeping**.
- **Client and Team Support:** Dedicated to providing daily support to both clients and internal teams, **facilitating smooth process flows and request handling**.
- **Customized Request Fulfillment:** Expert in generating client-specific requests through the ServiceNow tool, **tailoring solutions to meet unique needs**.
- **Collaborative Quotation Coordination:** Adept at liaising with the solution engineering team to obtain client-specific quotations, **ensuring materials and services meet exact requirements**.
- **Technical Dispatch and SLA Management:** Coordinated resource teams for **timely tech dispatch to client sites**, including remote support, and diligently **maintained SLAs for optimal customer satisfaction** and quote approval processes.

Customer Solutions Agent-2 Dec '18 - Aug '22

PayPal India Pvt. Ltd Bangalore

- **Global Customer Support Specialist:** Delivered comprehensive email and chat support to **international customers of a sports website**, specializing in handling cancellations and refunds with efficiency and empathy
- Enhanced customer satisfaction by **resolving account creation and termination issues**, committed to delivering services of the highest quality
- Managed request escalations in line with policy, ensuring timely and appropriate **higher-level support involvement for complex cases**
- Engaged with internal teams to secure timely business and operational updates, facilitating seamless **service delivery and process enhancements**
- Collaborated closely with senior management to **identify and implement strategic process improvements**, focusing on operational efficiency and service quality.
- Approached critical technical issues, advocating for effective solutions to remove **operational bottlenecks** and improve **customer experience**
- Recognized for exceptional service delivery with the **"Golden Moment" award**, achieving top NPS scores, and elevated to **Dispute and Claims Specialist** for outstanding **problem-solving skills**

Customer Support Executive Nov '16 - Aug '18

Perform Group Mangalore

- Excelled in drafting and presenting detailed status reports, managing email and chat interactions focused on password resets, and account creation/deletion, ensuring timely and effective resolutions
- Addressed refund and technical issues for a diverse clientele across the USA, Europe, Japan, China, and Australia, related to sports websites

Junior Admin Customer Support Nov '14 - Jul '16

Diya Systems Mangalore

- Recognized as Employee of the Month for exceeding targets and skillfully addressing client concerns related to web hosting, encompassing refunds, technical, and dispute resolutions

CONTACT

✉ acharvinay3@gmail.com

☎ +91 6361063965 / 9482859545

📍 Bangalore

SUMMARY

As a dynamic and results-oriented professional, I bring a comprehensive blend of skills and experience in multi-channel support, escalation management, and operational excellence. With a career spanning over six years, I have cultivated a proficiency in managing diverse client interactions through email, chat, and various digital platforms, notably within high-velocity settings. My tenure at esteemed organizations such as Black Box Network Services and PayPal India has honed my capabilities in quality assurance, team mentoring, and strategic process improvement. Leveraging tools like ServiceNow, Microsoft Teams, and SharePoint, I excel in streamlining communications and enhancing service delivery. My commitment to excellence is evidenced by my consistent achievement of performance metrics and contributions to team development. As a forward-thinking problem solver, I am adept at navigating complex scenarios to drive customer satisfaction and operational goals, underscoring my dedication to fostering impactful client relations and organizational growth.

CORE COMPETENCIES

- Email Marketing
- Digital Marketing
- SLA Management
- Helpdesk Management
- Team Leadership
- Stakeholder Coordination
- Documentation
- Training Development
- ServiceNow
- Microsoft Teams

EDUCATION

Bachelor of Commerce (B.Com) in Accounts and Commerce

May '08 - Jun '11

Bundelkhand University

Jhansi

GPA: 73.33%

ACHIEVEMENTS

- Award-Winning Performer at PayPal India Pvt. Ltd:** Recognized for exceptional service delivery with the "Golden Moment" award, achieving top NPS scores.
- Elevated to Dispute and Claims Specialist:** Acknowledged for outstanding problem-solving skills.
- Top Performer at Diya Systems:** Awarded "Employee of the Month" for exceeding targets and skillfully addressing client concerns.

LANGUAGES KNOWN

- English
- Hindi
- Telugu
- Kannada

- SharePoint
- Process Improvement
- Cross-Cultural Communication
- Chat Support

PROFESSIONAL DEVELOPMENT & TRAINING

- Digital Marketing Specialist Course (In Progress), Simplilearn
- Basic Computer Hardware Training, MICE, Mangalore
- Communication Improvement Workshop, Mangalore
- Soft Skill Development Program, Mangalore
- Tally ERP 9 Certification, AR Institute, Mangalore, 2016
- C Language Programming Course, Aptech, Mangalore, 2009 - 2010