

## Vinod Kumar M

Address: - #1346, 2<sup>nd</sup> Cross,  
Doddamma layout, Manorayan Palya,  
R.T Nagar post, Bangalore: - 560032  
Mobile No: +91 9036810796  
Email: - vinod\_funky@yahoo.com

### **Objective:**

*To obtain a challenging position in an ITES organisation where I can enhance my professional and personal growth along with the organizations growth and To work in a challenging environment utilizing my knowledge and experience in providing solutions in diverse domains and also where I can improve my skills all the time according to the global market trends.*

### **Professional Experience**

#### **Allied Worldwide Business Solutions (Bangalore)**

**Job Title: Customer Service Executive**

**Duration: (November 2016 to till date)**

#### **Job Description:**

- Monitoring Team mailbox, related to escalations and queries, arrived from the management / client.
- *Conducting Process Training for the new members in the team with certification standardization.*
- *Helping the Clients with their Travel and schedules for day to day activities.*
- *Generating and Sharing reports with Service managers and Clients*
- *Handling Queries of Engineers regarding their holidays and sickness process through E-Mail and Phone.*
- *Generating daily report and emailing to the clients.*
- *Attending Inbound and Outbound Calls on Daily Basis.*
- *Handling Queries of Customer through E-Mail, Phone.*
- *Monitoring day to day work flow.*
- *Providing Feedbacks to the operations associates based on errors, Minimize the process gaps.*
- *Lead Client calls to acknowledge the process performance and to present the Dashboard.*

#### **Zen Power Technologies Pvt Limited (Bangalore)**

**Job Title: Senior Tech Support Executive.**

**Duration: 11th August 2014 – October 2016.**

#### **Job Description:**

- *Monitor and manage productivity from a team of Tech support executives*
- *Helping the Customers with Troubleshooting for tablets and Televisions for the Product T-Max and RCA if issue is not getting resolved through phone then raise the ticket and make them to send their products to our warehouse/Repair centre.*
- *Monitoring agents daily calls and AHT (Average Handling Time)*
- *Coordinate with the development team.*
- *Ensure that the executives meet the monthly targets*
- *Motivating and driving the executives towards incentives*
- *Conduct morning meetings with their team members and discuss the target status*
- *Review the performance of their team members and report their performance to the Manager*
- *Attrition Control*

- *Providing feedback to agents regarding their calls*
- *Sharing reports with respective managers*
- *Preparing Weekly shift roster for staffs*

**Company: Aegis International (Bangalore)**

**Job Title: Senior Executive (AOL Process).**

**Duration: May 2013 – July 2014.**

Job Description:

- *Providing assistance on password reset request*
- *Helping our customers in maintaining their accounts*
- *Actioning emails received from customers all over the globe*
- *Handling Queries of Customer through E-Mail and Phone.*
- *Up selling the products of AOL to make their accounts safe and secure*

**Company: IBM Daksh (Bangalore)**

**Job Title: Financial and Accounts Executive**

**Duration: October 2010 – April 2013**

Job Description:

- *Collecting the payments of Internet and Telephone Bills*
- *Doing Data entries & intimating to customers through E-Mail.*
- *Maintaining Reports & Forwarding to Team Leader on Daily basis.*
- *Tracking Outbound Calls on Daily Basis.*
- *Handling Queries of Customer through E-Mail, Phone & Chat.*
- *Providing Training to the new staffs.*
- *Monitoring day to day work flow.*

Professional Achievements:

- Received awards and vouchers in Operations team for highest performance and quality.
- Appreciation from the manager for high quality presentation and Trainings conducted.
- Initiated automation in excel sheet for collating the appraisal data for the team.

Other Skills:

- Team player, Spontaneous Decision making, Creative thinking.
- People Management Skills.
- Excellent Presentation and Training Skills.
- Strongly believe in adapting and improvising.
- Ability to work under pressure for quality output.

Education Details:

<u>Degree/Examination</u>	<u>Institute/University</u>
<b>B'Com</b>	Bangalore University - Bangalore
<b>Pre-Degree (+2)</b>	HKES PU College- Bangalore
<b>10<sup>th</sup> SSLC</b>	BES High School- Bangalore

**Technical Skills:-**

- Typing speed of 30wpm
- Operating system: Windows XP, Vista, Windows 7, Win8.1 and Windows 10
- Packages: Basic in Ms-Word, Ms-Excel, Ms-PowerPoint, Internet

**Personal Details:**

**Fathers Name** : - V. Mahalingam  
**DOB** : - 11-01-1987  
**Nationality** : – Indian  
**Marital Status** : – Married  
**Languages known** : - English, Kannada, Hindi and Tamil  
**Gender** : - Male  
**Religion** : - Hindu

**Declaration**

The information furnished above is true to the best of my knowledge and belief. Hoping for a favourable consideration to work under your kind disposal.

Place: Bangalore

Date:

**(Vinod Kumar M)**