

# AKASH KS

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## Experience summary:

Tech Mahindra – July 2018 to till date.  
Chennai, INDIA.

Telebuy, prince Info Park - January 10th 2018 - June 2018  
Chennai, INDIA.

## Quality Analyst

Tech Mahindra – Jan 2021  
Chennai, INDIA.

- Transaction monitoring and audit evaluation
- Establish meeting and conducting session
- Escalate issues which cannot be resolved by the team
- Ensure the daily reports are sharing to clients and superiors
- Doing analysis on performance improvement
- Transaction calibration with internal and external customers
- Responsible for auditing the calls handled by the agents and rating them as per the standard quality parameters
- Providing feedback to the agents according to their performance & Briefing the teams on weekly basis regarding the new updates.
- Participation in quality improvement planning sessions & Joint calibration sessions.
- Preparing the agent wise performance report with focus areas and conducting refresher training for the bottom performers on a monthly basis.

## Customer Support Executive

Tech Mahindra – July 2018 to Jan 2021  
Chennai, INDIA.

- Conduct audit for QOS TAS & Sharing feedback to the circle Team.
- Handling escalation complaints from social media, Appellate & E-mail Desk.
- Right Time escalation based in the severity of the concern.
- Identifying & Updating Zones where network has issues correctly from the entire Zone.
- Drive towards achieving daily & monthly Targets.

## Sales Associate

Telebuy, prince Info Park - January 10th 2018 - June 2018

- Drive towards achieving daily & monthly Targets.
- Selling The Best products by understanding customer needs.

## ACADEMIA

Diploma in mechanical engineering-2015: Indian Institute of engineering, Thrissur District, Kerala

## STRENGTHS

- Positive thinking
- Punctual and straight forward
- Capable of working under pressure
- Good at analysis and problem solving
- Adherence to schedule

## Technical Skills

Package	:	Good Knowledge in MS Excel, MS PowerPoint, MS Word
Web Technology	:	Internet and Search Engine Tools

## PERSONAL PROFILE

- Date of Birth : 31/10/1996
- Marital Status : Single
- Nationality : Indian
- Known Languages : English, Malayalam, Tamil
- Hobby : Driving, playing football & Cricket

## DECLARATON:

I hereby declare that the details furnished above are true to the best of my knowledge.

Date:  
Place: Chennai

Cordially,

AKASH KS.  
Mob: +91 -8592034457