**ABINS ROSE SIBY**

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# Summary

I am a versatile, motivated and results-oriented IT professional with 5+ years of experience in customer service, technical support, and project management. Proven ability to troubleshoot and resolve technical issues, maintain a positive customer service demeanor, and work effectively within a team environment. Seeking a position to leverage technical skills, strong communication, and problem-solving abilities to provide exceptional customer support.

**Skills**

* Technical Support
* Help Desk Support: Ticketing systems, knowledge base management, remote desktop assistance
* Service desk
* Data Analysis: Python, SQL (basic understanding)
* Customer Service: Excellent communication skills, conflict resolution, building rapport
* Project Management
* Microsoft 365: Proficient in Word, Excel, PowerPoint, Outlook
* UI Design (Figma, Canva)
* Web Development (HTML, CSS, Visual Studio )
* Recruitment and Talent Acquisition
* Problem Solving: Identifying root causes, critical thinking, analytical skills
* Administration Skills
* Communication Skills: Strong written and verbal communication, active listening

# Experience

***B&Q*** *Birmingham, United Kingdom*

## *Customer Advisor – Trade Point 07/2023 – Present*

Boosted customer satisfaction by promptly resolving complaints, resulting in an increase in positive feedback. Successfully implemented CRM campaigns and managed in-store pricing strategies, leading to an increase in customer engagement and sales. Drove trade membership growth through effective canvassing and personalized outreach efforts. Provide technical support to customers regarding trade tools and equipment. Resolve customer complaints and inquiries in a timely and efficient manner.

Maintain a positive and professional demeanor, ensuring high customer satisfaction.

***Care Stoke Healthcare Ltd***  *Stoke on Trent, United Kingdom*

## *Administrator 11/2022– 07/2023*

Streamline candidate sourcing and matching processes, resulting in faster filling of open positions and reduced time-to-fill. Effectively communicate with hiring managers and candidates, ensuring smooth onboarding and operational coverage. Optimize staff allocation by identifying and addressing staffing gaps.

***Infosys Limited*** *Pune, India*

***Senior Operations Executive***  *10/2019 – 08/2022*

## Project – CareFirst - BlueCross BlueShield

Implemented comprehensive monitoring and evaluation frameworks, driving data-driven decision

making and measurable outcomes. Achieved increased project effectiveness and stakeholder satisfaction

through robust evaluation strategies. Skillfully compiled and analyzed data, producing insightful reports

for continuous improvement. Excelled in ticket operation, achieving a 95% customer satisfaction rating

and adhering to SLA time frames. Demonstrated strong email client management, leading to a 30%

reduction in response time and improved client retention. Proven expertise in help desk support,

reducing downtime through troubleshooting. Facilitated knowledge transfer, promoting

a culture of learning and collaboration for increase in team productivity. Demonstrated exceptional

teamwork, consistently delivering high-quality results within budget and timeline constraints.

***Habsons Jobsup Limited*** *Delhi, India*

### Recruitment Trainee (Part Time) 07/2019 – 09/2019

Facilitated seamless onboarding for new hires, resulting in a reduction in paperwork processing time and

enhancing overall candidate experience. Maintained accurate candidate databases, improving data

integrity by implementing standardized documentation procedures.

# Education

***University of Salford****,*

*Masters in Creative Technology 09/2022- 09/2023*

***University of Mahatma Gandhi****,*

*Bachelors in Computer Application 06/2016- 03/2019*

# Projects

* **Mazal Talks: Astrological Board Game Design and UI using Figma and Canva**

Designed engaging astrological board game, Mazal Talks, blending astrology and board game elements. My role encompassed game concept development and UI design using Figma and Canva. Meticulously crafted game board, cards, and pieces to enhance the game's theme and playability.

* **Pixie Crew: Match-3 Puzzle Game UI Design using Figma and Canva**

Crafted immersive UI for Pixie Crew, a match-3 puzzle game. Utilized Figma and Canva to create vibrant, user-friendly design, enhancing gameplay. Responsible for game assets, icons, and menu screens, ensuring an engaging player experience.

* **Sunflower: UI Design of a Stress Management App using Canva**

Designed UI for Sunflower, a stress management app. Focused on creating a soothing and intuitive user experience with Canva. Emphasized color, typography, and layout for a calming and accessible app, supporting users in stress management and well-being.

* **DNA Cryptography using Socket Programming** Successfully completed a final year project based on an IEEE paper, employing Java for the front end and MYSQL for the backend. This project involved the implementation of secure DNA cryptography techniques.
* **Abby's - Online Shopping Site**

Designed and developed "Abby's," a mini project featuring a front end created using Visual Basic and a SQL backend. Focused on website design, user interface, and database management.

## Activities

* **Production Management Team, 'Blank Canvas' Short Film**

Worked as a member of the Production Management team for the short film 'Blank Canvas.'

* **Volunteer at Lifegate Solutions, Delhi (COVID-19 Pandemic)**

Dedicated time as a volunteer during the COVID-19 pandemic, assisting at Lifegate Solutions in Delhi.

* **Flood Relief Volunteer, S.B. School Camp, Kerala** Actively participated in flood relief efforts by volunteering at a camp organized by S.B. School in Kerala.
* **Organizer, 'Ognia' Inter-Collegiate Fest, Assumption College**

Played a key role in organizing and hosting 'Ognia,' an inter-collegiate fest at Assumption College, fostering a vibrant and inclusive campus environment.

* **Assumption Extension and Social Outreach Programme (AESOP), St. Mary's Church, Kerala** Completed 18 hours of social work as part of AESOP at St. Mary's Church, Kerala.
* **Crew Member, 'Bani' Short Film (2019)** Served as a crew member in the production of the short film 'Bani' in 2019.