SANGEETHA RANI
14107 big river drive, Lake St. Louis, MO, 63367
sangeetha.sabarinath@gmail.com   (636)-627-1842   https://github.com/sangeetharani82

Technical Skills:

Software:
Java, Python, MySQL, spring, Thyme leaf, Flask, HTML, CSS.

Hardware:
Troubleshoot/diagnose laptops for OS-Windows and hardware issues respectively.

Project Experience

Recipe-Keeper

- Creating an application to save recipes with basic CRUD (Create, Read, Update and Delete) functionality.
- Have an idea to bind the user-login/sign-up functionality with the recipe to prevent users from editing/deleting other user recipes.
- Have a plan to implement sharing, rating and commenting options for each recipes.

Technical Education:

LC101
  - 20 week program that focuses on programming fundamentals, web basics, and more advanced concepts with Java.
  - Curriculum covered: Python, Flask, Jinja2, SQLAlchemy, MySQL, Java, spring, Hibernate, and thyme leaf.
  - Built multiple in class projects.

Lift-off
  - 8 week program that teaches project development and career-readiness skills such as interviewing, resume preparation.

Work Experience

Subject Matter Expert, Sutherland Global Services, Chennai, India.   **Sept 2004 to Dec 2009**
Achievements:
Received a Vintage award for 5 years completion in Sutherland.

Programs that I have worked with

Subject Matter Expert, Acer-laptops Technical support   **Aug 2008 to Dec 2009**
  Achievements
  Won a reward for maintaining attendance 100% with a team full of new-associates for consecutive two months.

L2 (Supervisor), Dell-laptops technical support   **Nov 2007 to Aug 2008**

Subject Matter Expert, hp-laptops   **Dec 2004 to Nov 2007**

Responsibilities as ASG/SME/L2:

Handled escalation/supervisor calls.

Handled a team of 20 newly recruited associates to train them on product and process.

Handled a team of 15 to 25 experienced associates and have maintained the quality of the calls and other aspects as per the program standards.

Randomly monitored the calls, provided feedback.

Participated on weekly client call for updates.

Tracked the team status on open, closed cases and its quality- daily basis.

Conducted weekly training on process, product, sales, support and updates to associates.

Followed up on open-cases with the call back team for a closure.

In case of safety-measure cases, escalated the calls to the case manager's team for replacement Ir-respective of the warranty status.

Assessed myself on product and process on a monthly basis.

Guided associates in fetching CSAT by encouraging them to go for First-time-callers.

Analyzed the DSAT, device hit and AHT cases on a weekly basis.

My Roles in hp-laptops:

Agent support group, hp-laptops   **Dec 2006 to Nov 2007**

Call-back agent, hp-laptops   **Aug 2006 to Dec 2006**

Followed up on all the open cases to fix the issue and close the case.

Gave Importance to potentially CSAT fetching open cases.

Maintained a report of all the open-closed cases, cases left VM (Voice Mail).

Looked for opportunity for sales in issue resolved cases.

Achievements

Received a reward from the Program manager for being consistent in reporting back, the end of the day report for all the called-back cases.

Received 4 positive CSAT on a given week which is very rare in a call-back team.

Promoted as an Agent Support Group (SME on paper).

Technical support associate, hp-laptops   **April 2005 to Aug 2006**

Handled minimum of 20 front line technical calls.

Focused more on FCO (First call opportunity) calls for CSAT.

Fetched minimum of 2 positive surveys every week.

Adhered to the process, product and policies in all the calls.

Had been a multi-tasker, by documenting in the client database, company tracker and the team's excel sheet while on call.

Escalated the appropriate calls to ASG or the TL

Achievements

Got an appreciation email from a customer.

Rewarded for being regular for two consecutive months with no absence.

Rewarded for completing three years.

Customer support agent, hp (Out of Warranty) OOW Support   **Sept 2004 to April 2005**

Handled, minimum of 80 calls a day.

Transferred the in-warranty product calls to the appropriate product support.

Converted out-of-warranty product calls to a sale call, after identifying that it is a technical support call.

Education

KLNM Polytechnic, Madurai, India   **April 2000**

Diploma in electronics and communication engineering.