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| ACQUIRED SKILLS  *Effective communication*  *People focussed*  *Customer service*  *Inventory*  *Assist on phone*  *Negotiations*  *Resolving issues*  *Multi-tasking*  *Prequalifying prospects*  PERSONAL SKILLS  *Focussed*  *Prioritising work*  *IT knowledge*  *Communication*  *Time management*  *Flexible*  *Detail oriented*  *Commitment*  *Confident*  *Listening* | Vishwanath Srinivasan  *Hyderabad-501401*  *T: +91 929 147 3326E:vishwa79sai@gmail.com*  *Date of Birth: 21/05/1979*  CAREER OBJECTIVE  A committed and well-motivated professional currently looking for a permanent opportunity in a customer focused environment, to deliver a high quality service and support the company’s vision.  EMPLOYMENT EXPERIENCE   |  |  |  | | --- | --- | --- | | Amazon Development Center | April 2018 – date | Senior Process Associate | | Infosys BPM Limited | December 2017 to March 2018 | Senior Process Executive | | Artemis Technologies | July 2015 – Nov 2017 | IT Recruiter | | Amvian Automobile PVT Limited | Feb 2014 - Jun 2015 | Senior Process Associate | | Amazon R&D | Oct 2013 - Jan 2014 | Customer Service, Semi voice | | Prime World BPO | Aug 2012 – Jul 2013 | Customer Service, Payroll | | Hugo Mirad BPO | Jan 2010 – May 2011 | Customer Service, Voice | | The Suntech Corporates | Apr 2007 – Sep 2009 | Admin/Accounts |   ACADEMIC QUALIFICATIONS  Bachelor of Science(Computer Science) from Human Resources Development, Osmania University, Hyderabad  Cisco’s Associate Networking Certification   |  |  | | --- | --- | |  |  |   CUSTOMER SERVICE SKILLS   * Dealing with calls in a highly professional manner. * Acting as the first point of telephone contact for a customer. * Handling complaints diplomatically. * Accurately updating customer records with information. * Responding to customers with special needs. * Answering queries quickly, effectively and within stipulated timeframe. * Understanding a caller’s point of view and to empathise with them. * Able to respond and adapt to the needs of all customers. * Fully aware of all laws & regulations regarding data protection.   KEY COMPETENCIES   * Excellent verbal and written communication skills. * Ability to work with minimum supervision in a busy environment. * Able to do repetitive tasks accurately over long periods of time. * Experts in IT tools and software.   IT ENVIRONMENT   |  |  |  | | --- | --- | --- | |  | Programming Languages: | C, C++ | |  | Database: | Oracle 9i, SQL Server 2000 | |  | Application Packages: | MS Office | |  | Reports Generating Tools: | Cognos Report Net | |  | Operating System | Windows, MS-DOS |   ROLES AND RESPONSIBILITIES  **Name of Company: AMAZON DEVELOPMENT CENTRE**  **Duration : April 2018 till date**  **Designation : Senior Process Associate**  **Roles:**   * Monitor all B2B, B2C component and ensure compliance to quality regulations and maintain effective   relationship with clients.   * Coordinate with internal and external clients and provide assistance on phone and resolve all queries * Ensure Optimal level of Customer Services * Manage everyday work activities and inform supervisor appropriately * Informs clients by explaining procedures; answering questions; providing information * Administer and collect metrics on processes and identify data points to improve all processes   **Name of the Company : INFOSYS BPM LIMITED**  **Duration : December 2017 to March 2018**  **Designation: Senior Process Executive**  **Roles :**   * Ensure Optimal level of Customer Services * Manage everyday work activities and inform supervisor appropriately * Focus on integrated end to end outsourcing and deliver transformational benefits to the clients     **Name of Company: ARTEMIS TECHNOLOGIES PVT LTD**  **Duration: July 2015 to November 2017**  **Designation : IT Recruiter**  **Roles:**   * Recruiting suitable and capable applicants for employment * Searching for the suitable applicants from the Job portals based on roles and job description * Shortlisting applicants and sending communications for an interview * Speaking with my clients about the applicants who are scheduled for an interview * Once the applicant gets selected, I get my first recruit   **Name of Company: AMVIAN AUTOMOBILE PVT LTD**  **Duration : Feb 2014 to June 2015**  **Designation : Senior Process Associate**  **Roles :**   * Monitor inventory activities required * supervise a variety of tasks in ordering, receiving and storing the stocks * Maintain accounts for all the stocks received * Monitor and keep note of the shipment - whether the stock received are in good condition and report, if   damaged or to be replaced  **Name of the Company : AMAZON R & D**  **Duration : October 2013 to January 2014**  **Designation: Senior Process Assocaiate**  **Roles :**   * Ensure Optimal level of Customer Services * Manage everyday work activities and inform supervisor appropriately   Administer and collect metrics on processes and identify data points to improve all processes  **PRIME WORLD (BPO US PROCESS)**  Duration : August 2012 to July 2013  Designation : **Senior Executive, Sales –voice**  **Roles :**   * My main focus is to provide Payroll Services to different CPA firms. * Calculation of payroll taxes to be paid by employer. * Also handling the Customer Care – queries and resolution * Establishes policies by entering client information; confirming costs. * Maintains communication by reporting problems. * Maintains and improves quality results by adhering to standards and guidelines; recommending improved   procedures.   * Accomplishes sales and organization mission by completing related results as needed.   **HUGO MIRAD (BPO US PROCESS)**  **Duration: January 2010 to May 2011**  **Senior Executive, Sales –voice**  **Roles :**   * Working with Company’s established customer base * Deal with the product Yellow Pages of the Internet * Makingphone calls to customers who have questions or concerns related to their purchase experience or product   usage and benefits   * Organising call back for escalations * Follow-up with participants within a 24-hour period in regards to the initial phone call even if it is to just touch   base and let participant know inquiry is still be researched or to obtain more information   * Use a security code number from the customers to secure the listings in a proper data base * Updates job knowledge by studying new product descriptions; participating in educational opportunities.   **THE SUNTECH CORPORATES**  **Duration : April 2007 to September 2009**  **Designation : Admin/Accounts**  **Roles :**   * Promoting mailing at all Job Portals on job positions and candidate requirements * Obtaining client information by answering telephone calls; interviewing clients; * Verifying candidate details and information from profiles * Determines eligibility by comparing candidate information to requirements. * Listing selected individuals in Excel Sheet and forwarding as required * Maintaining accounts and bills for the candidates recruited and clients served   OTHERS  ***Project work***: Generated reports for Guru’s Comp Tech Pvt Ltd using Cognos, ReportNet.  ***Language Fluency***: Excellent oral and written communication in: English, Hindi, Telugu, Tamil  ***Hobbies***:Sports, Reading and Travel  ***Availability***:Available to be contacted over Phone and Email |
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