

KOMAL

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Objective:

Seeking an exciting career as a senior technical support representative where I can utilize my technical expertise to provide quality customer service and excel in my career.

Educational Qualifications:

- Master of Business Administration (MBA - Marketing): SMU in 2019
- Bachelor of Arts (English Hons.): Delhi University in 2017
- Senior Secondary (12th): CBSE, New Delhi in 2010 (Aggregate score 84%)
- Secondary (10th): CBSE, New Delhi in 2008 (Aggregate score 80%)

Skills and Abilities:

- Over 7.5 years of IT support experience as technical support specialist.
- Specialized in providing support to wide range of applications, software, and products in IT and retail industry.
- Wide range of experience in interacting with clients, understanding their concerns and provide effective solutions within designated timelines.
- Seasoned professional in troubleshooting technical issues and assisting customers with product related queries by calls, chats using ticketing software.
- Analysing customer complaints and providing appropriate corrective actions.
- Identify technical support problem areas (i.e., negative trends) and develop solutions to overcome repetitive challenges.
- Follow up with customers to gauge their satisfaction with problem resolution.
- Experience in leading a team of more than 18 technical support executives.
- Assign tickets/tasks to tech support specialists.
- Ability to communicate effectively and respectfully with people from diverse backgrounds and cultures.
- Confident, articulate, and professional speaking abilities.
- Capable to resolve problems swiftly and independently.
- Mentoring junior associates and conducting training workshops regarding various business processes to be followed in the project.
- Skilled in managing escalated issues by effectively collaborating with customers.
- Problem solving attitude with great decision making and leadership skills.

Employer Details:

- Company: Accenture

Current Location: Gurugram
Web site: www.accenture.com
Designation: Technical Support Analyst
Duration: Feb 2019 – Till now

- Company: Vodafone India Pvt. Ltd.
Current Location: Delhi
Web site: www.myvi.in
Designation: Customer Support Executive
Duration: April 2016 – Feb 2019

Project Responsibilities:

Project 1: Google Software and Applications (Worldwide)

- Working as a lead technical associate to handle various applications and software of Google.
- Managing a team of more than 18 people.
- Product and application specialist.
- Monitor and assign tickets to tech support executives.
- Supporting team on product /application related concerns.
- Responsible for closing all tickets withing stipulated timelines.
- Effective team management and people management.
- Conduct quality assurance sessions for the team.
- Responsible for maintaining team AHT and CSAT scores.
- Direct point of contact to manage escalated tickets.
- Proficiently use Google's ticket management tool Red bull, Falcon tool and customer summary tool (CST).

Project 2: Verizon (US Market)

- Worked as a customer support analyst for Verizon US market.
- Responsible for providing IT service support to Verizon customers.
- Refer unresolved grievances to designated departments for further investigations.
- Perform initial troubleshooting steps to resolve customer complaints.
- Use customer relationship management (CRM),
- Review and respond to customer inquiries via web comment or email form.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Effectively handle and take customer escalations by explaining policies and procedures.

Project 3: Vodafone (India retail Market)

- Worked as Customer support executive for Vodafone.
- Successfully complete C.C.E training from Vodafone.
- Responsible for conducting trainings to make fellow executive aware about latest plans.
- Respond to customer complaints and provide effective solutions.
- Explain latest services of the company to customers through calls and emails.
- Achieving monthly sales targets.
- Played a key role in increasing regular sales.

Personal Information:

Father's Name: Late Sh. Nirmal Kumar
Permanent Address: T-486, S.No. 7A, West Patel Nagar, New Delhi - 110008
Date of Birth: 13th November 1995
Sex: Female
Marital Status: Unmarried
Nationality: Indian
Current Location: Delhi
Languages Known: English & Hindi

