

Ahir Shilpadevi Summersingh
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OBJECTIVE

- Seeking a position where I can make use of my skills and at same time gives opportunities to learn new technologies and their implementations.
- Maintain an organized and constructive attitude towards acquiring personal and technical skills, thus contributing towards the betterment of the organization.

WORK EXPERIENCE:

- Working with Paisabazaar from Sep'23 till date.
- Worked with Ienergizer as Sr.TL from Mar'22 till July'23.
- Worked with Konexions as anTL in Swiggy Process from June'21 till Feb'22.
- Worked with Cogent E Services from Jan'19 till Feb'21

JOB RESPOBSILITIES:

- Inspiring each and every team member to perform and produce their best.
- Analyzing the individual performance of each team member and motivate them to perform even better.
- Calculating the Shrinkage, attrition and take necessary steps
- Listen to team members feedback and resolve any issues or conflicts
- Recognize high performance and reward accomplishments
- Encourage creativity and risk-taking. Able to prepare MIS reports.
- Assist in manpower management and ability to control overtime.
- Evaluation and compilation of weekly and monthly process reports and agent performance reports.
- Maintaining shrinkage & Attrition of the team member.
- Weekly meeting with Team to discuss their achievements & drawing plan for areas of opportunity.
- Coordination with other department for process (Client, IT, Admin)
- Monitor calls and provide ongoing feedback for continuous improvements to the services delivery standards.
- Conducting team refreshers for product as well as quality to keep team members updated for effective call handling.
- Make daily basic KPI of Agents as well as give effective feedback to the agents for process Improvement..
- Auditing Call's on Daily Base (Sharing the feedback to Employee to Improve the Performances)
- Manage performance of the team & make sure they achieve their Targets (Chats & Tickets)
- Escalation Handling and coordination with internal support functions internal Operations and Client specified requirements
- Monthly & Quarterly Review meetings with Clients with PPT presentations.

STRENGTH:

- Enthusiastic
- Hardworking
- Team Handling

APPLICATION HANDS ON EXPERIENCE:

- AMEYO
- AVAYA
- Fresh Desk
- CC- Connect
- One View
- Resolute
- Single Screen
- CMS
- Siebel
- Packs

- Data Mart

ACADEMIC DETAILS:

Institution	Jaipur National University
MBA	2022
Institution	K.J.INSTITUTE OF ENGINEERING AND TECHNOLOGY
B-Tech	2018
HSC	2013
SSC	2011

PROJECT DETAILS:

Title : RidenRiders

Description: It is an android based application which is used to take and provide lift. By using this app both users can meet at one virtual place which will save their time.

Role : Team leader

Team Size : 2

SKILLS:

- Conversant with MSOffice
- Can easily work with C,C++,JAVA, Advanced JAVA, ANDROID
- Can work under pressure and handle critical situation.

INDUSTRIAL EXPOSURE:

Industrial Visit at:

- BISAG located in Ahmedabad for a day
- BSNL located in Ahmedabad for aday

ACHIEVEMENTS

- Participated in 3 days Campus Placement Training Program conducted by experts from The Advice & Assist, Ahmedabad.
- Participated in one day Technical Workshop on Database Management System conducted by Prakshal IT Academy, Ahmedabad.
- Participated in Presentation Guru of Technical Event held at K.J. Campus.
- Participated in Symposium event in GTU Central Techfest, Ahmedabad.
- Took part in the work shop entitled "Laptop Exploring Workshop" organized by " Mega Soft System, Vadodara".
- Participated and worked for "GLOBALVILLAGE" Event organized by AIESEC

Personal Details:

- DOB:19-May-1996
- Gender:-Female
- Languages:-English, Hindi, Gujarati

DECLARATION

I hereby declare that the above furnished information is authentic to the best of my knowledge.

Date:

Ahir Shilpadevi

