



G RAMESH KUMAR

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Summary

Innovative Senior Process Executive with 5 years of demonstrated expertise in process engineering and top level process leadership. Inspiring leader with proven success at spreading value of top-notch business processes throughout an entire organization. Especially gifted at making development and implementation of business processes entire team effort.

Skills

- Multitasking.
- Empathy.
- Conflict Resolution.
- Technical Proficiency.
- Data Analysis.
- Customer Service
- Troubleshooting.
- Communication.
- Problem-solving.
- Adaptability.
- Time Management.
- Teamwork.

Experience

Infosys BPM | Hyderabad, India
Senior Process Executive (APPLE POI)
07/2022 - 01/2024

- Reviewing customer suggestions and making edits in their business POIs with proper investigation and research indicators through following the company guidelines to achieve higher customer satisfaction metrics.
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- Validate and edit existing data (including spatial data). This involves following guidelines from the manager but also applying good judgment/analytical skills.

Akal Information System Limited |
Hyderabad, India
Chat Support Representative (ALTICE)
02/2022 - 07/2022

- Provided technical assistance to customers through online chat support.
- Answered customer inquiries regarding product features, pricing plans and orders.
- Resolved customer complaints in a timely manner while maintaining a positive attitude.
- Documented all customer interactions and inquiries in the ticketing system accurately and completely.
- Maintained up-to-date knowledge of company's products, services, and policies.
- Followed established protocols for escalation of unresolved customer issues to appropriate personnel.

24-7 Intouch Company | Hyderabad, India
Senior E-Support Officer (WALMART)
08/2021 - 12/2021

- Managed customer relations and customer service through daily communication and interaction. Exceeded service objectives by applying proven customer service best practices.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Educating customers on Walmart's return policies, delivery options, and

promotional offers ·

- Consistently achieving or exceeding customer satisfaction goals and metrics set by Walmart ·
- Appreciated by the senior operations manager for delighting customers at various occasion ·
- Role to communicate with customers via the chat medium, POC of the team for customer delight contacts.
- Meet or exceed performance goals, such as call handling time and customer satisfaction targets. ·
- Resolving customer issues and complaints effectively and efficiently.
- Able to contact the sellers on behalf of the customer for any kind of Order Related issues.
- Able to Handle Irate customers with patience. . Educating about the Walmart+ Membership benefits and promotional offers.

Conneqt Business Solutions Limited |
Hyderabad, India
Operations Executive (SWIGGY & TATA SKY)
01/2019 - 04/2021

- Provided exceptional customer service by addressing inquiries and resolving issues promptly.
- Demonstrated strong problem-solving skills by troubleshooting technical issues and finding effective solutions.
- Maintained a high level of professionalism and patience while assisting customers with their concerns.
- Received positive feedback from customers for delivering excellent support and exceeding expectations.
- Collaborated with cross-functional teams to ensure seamless resolution of customer issues.
- Identified needs of customers promptly and efficiently.

Education and Training

Jagruthi Degree College
Bachelor of Commerce in Financial Accounting
06/2018

Accomplishments

- Recipient of best performer awards, star performer awards.
- Received appreciations from clients.
- Nominated as Subject matter Expert to support and guide new hires to the team.
- Appreciated by the senior operations manager for delighting customers at various occasion