

Saria Suhale

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Summary

- ▶ 4+ years of experience in Teaching at a school and 6+ years of experience as Freelance Trainer in Spoken English, Hindi, Soft Skills, Process Training and Computers
- ▶ 4+ years of experience in managing **Client-Support Operations**, adopting process strategies, and building relationships with various groups
- ▶ Comprehensive problem solving abilities, excellent verbal and written communication skills, ability to deal with people diplomatically, willingness to learn and team facilitator

Education

- ▶ **Post Graduation-** Masters of Science : M.Sc (IT), 2008
- ▶ **Graduation-** Bachelors of Science : B.Sc (IT), 2007
- ▶ **GNIIT** from NIIT:2006

Technical Expertise:

- ▶ **Operating Systems** : Win 2003, Windows XP, Windows 7
- ▶ **Core Competencies** : Win 2003, Win XP, Active Directory
- ▶ **Ticketing System** : Peregrine Service Center, Vulcan, R-Sam, EURC
- ▶ **Tools** : Active Directory, Peregrine, R-Sam, EURC, TLM, Sybase, Vulcan (Incident Management), AS400, Mainframe, TAMS, F-Secure

Employment Details:

Current Company: Telligent Support LLP

Designation: Senior Consultant - Customer Support

Period Of Service : Since 18th May 2020

- ▶ First point of contact for all the gaming related issues through Email support
- ▶ Build credibility and trust with the players by empathizing with their problem in words, proactively understanding their needs and responding promptly thereby obtaining high quality/ CSAT scores for the work performed

Worked as a Freelancer from 2013 to March 2020

- ▶ As a Independent Contractor
- ▶ Evaluated and analyzed online search results according to specific guidelines
- ▶ Completed search engine-related tasks in a timely manner
- ▶ Prepared and provided timely and accurate feedback on web search results
- ▶ Recommended improvements for and assisted with improving web search results

As a Freelance Trainer, conducted training classes of adults and children ranging from 1-10 students on soft skills, IELTS, basic computers, basic, intermediate and Advanced English classes.

- ▶ Performed administrative duties involving student files and progress tracking. Part of the interview panel in choosing the right candidate
- ▶ Planned tests and assessment methods for checking student's English skills
- ▶ Conduct Soft skill and Process training for new hires. Taught soft skills (communication, Email Etiquette, Telephone Etiquette, Business Etiquette)
- ▶ Conduct refresher training to get the agents in par with the process
- ▶ One point of contact for clients with regards to process updates
- ▶ Send the reports to clients in timely manner and provide resolution to the clients escalation within the specified timeline
- ▶ Provided regular coaching and feedback to the team based on audit report
- ▶ Administer PIP for under performers and closely monitor the performance with effective feedback
- ▶ Organize call calibration with the quality team, Team Leaders and the Clients
- ▶ Planned and delivered English language lessons that incorporated the use of audio-visual

aids and various English teaching methods

Previous Company: ACS

Designation: Technical Helpdesk Analyst

Period Of Service : 9 August 2012 to 30 Jan 2013

Roles & Responsibilities:

- ▶ Handling 1st level calls for the Internal ACS clients spread across North America and Asia pacific Region
- ▶ Performing basic troubleshooting of Operating System and Network
- ▶ Handling new user id, Password, email configuration request, Blackberry device activation request

Previous Company: J.P. Morgan

Designation: Service Desk Analyst

Period Of Service : January 2010 to 6 August 2012

Roles & Responsibilities:

- ▶ **Incident management-** First point of contact for all technology related support incidents, as well as regional hub for global escalations
- ▶ Provide L1 and L2 support on Lotus Notes such as configuration, database access, internal settings in lotus notes, etc
- ▶ ID administration-Manage user IDs (add/change privileges) for the platform after the required approvals have been issued to the Systems Access & Security team
- ▶ Manual installation of software using pre-established install procedures
- ▶ Provide L1 support for Blackberry users related to activation of Blackberry, email, RSA token. Provide L1 and L2 support on remote applications (VPN, Remote connect, Web connect, I Connect)
- ▶ Provide other recommendations for improvements (Knowledge Base)

Previous Company: Aditya Birla Minacs

Designation: Technical Associate

Period of Service: 13 April 2009 to 15 January 2010.

Roles & Responsibilities:

- ▶ Categorizing the sources of information and end to end process tracking
- ▶ Managing customer centric operations & ensuring customer satisfaction by achieving delivery as well as service quality norms
- ▶ Ensuring that highest service standards are maintained for servicing of clients and maintaining minimum turn-around-time
- ▶ Building and maintaining healthy business relations with major clients, ensuring customer satisfaction by achieving delivery & service quality norms
- ▶ Follow through on warranty requests or open issues

Previous Company: Gulabi Higher Primary School

Designation: Computer Faculty cum System Engineer

Period of Service: 28 November 2002 to 1 January 2007

Roles & Responsibilities:

- ▶ Organize, maintain and manage class systems in proper working condition
- ▶ Teach students and learners to use computers. Design and develop appropriate computer instructional material
- ▶ Develop and implement lesson plans and classroom activities in consistent with the student management issues
- ▶ Determine and troubleshoot technology services for staff

Core Strengths

- ▶ Excellent communication skills. Able to communicate and convey ideas and thoughts well
- ▶ Appreciated as a good team player and efficient at work by clients, my mentors and seniors
- ▶ Flexible and able to adapt to changing work requirements and learn skills to maximize efficiency- (Result-oriented)