

VIKRAM A

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PROFILE

To Love and serve the Organization that I'm working for .To Improve and evolve together for a fit and better society.

EXPERIENCE

Amazon , Employee Resource Centre Sr Associate ; Bangalore — 2020(Dec) -2021 (Sept)

- Receive & log all queries received through phone & email in Panorama / Trouble Ticketing tool
- Responsible to work on Ticketing to resolve the queries received from the employee
- Responding to inquiries regarding policies and programs including benefits, attendance, payroll deductions, etc.
- Adhere to defined processes and ensure delivery in accordance with set quality standards
- Thorough knowledge of policies & processes for multiple Customers group
- Integrity and discretion in dealing with sensitive information and ensure data privacy at all times
- Take ownership for query resolution and individual metrics

Glitch Entertainment & Media, Event manager/Human Resource , Bangalore — (2017-2020)

- Managed administrative logistics of events planning- Including contract signing, fee collection, event booking and event promotions.
- Delivered prompt payment for event services including Vendors, Venues, Staff and Transportation.
- Supervised team of event planners and assistants, while hiring support staff, caterers, and other contract workers as necessary.

EDUCATION

JAIN UNIVERSITY - Centre for Management Studies — BBA - (2013-2016)

SKILLS

CRITICAL THINKING

PROBLEM SOLVING SKILLS

TEAM WORK

PROBLEM SOLVING

ACTIVE LEARNING

LEADERSHIP

