



# VAISHAKH S

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## PROFILE

Goal-Oriented Professional with 4+ Years of expertise in Customer satisfaction, Feedback management, Team handling, Quality assurance, and Training, seeking to pursue a challenging career in a progressive environment where learning, innovation, and creativity are encouraged, where my skills and knowledge can be enhanced to their maximum potential to contribute to the overall success and growth of the organization.

## SKILLS

- Quick learner
- Skilled problem solver
- Team player
- Flexible to work
- Customer obsessed
- Attention to Detail
- Structured thinking & organizational skills
- Responsible & efficient
- Building Customer Loyalty
- Ability to self-manage with limited support
- Trilingual Customer Support
- Time Management
- Interpersonal Skills
- Strong oral, written & verbal communication skills in English
- Relevant IT systems knowledge
- Problem Solving
- Flexibility & adaptability in intense situations
- Good Analytical thinking
- Product and process knowledge
- Subject matter expert
- Customer experience management
- Quality Analysis
- MS Office (Word, Excel, PowerPoint)
- B2B and B2C operations
- Leadership and Ownership quality
- Training and Development
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## LANGUAGES

- English - ILR(4+)
- Tamil - ILR(5)
- Malayalam - ILR(4+)
- Kannada - ILR(2)

## OTHERS

Passport Number - R8582427

Visa Status - Employment Visa

Nationality - Indian

## WORK EXPERIENCE

### Nesto Group | March 2022 - till date

#### Ecommerce Team Lead - (Customer Service and Telesales)

- Training and developing the team of Customer Service and Telesales agents.
- Monitoring the quality of the calls made by the executives
- Support cross-functional teams such as Quality Assurance and Training team to mentor and to help new recruits understand the process and policies of CS Operations and to audit the contacts to give actionable feedback to the recruits
- Listening to call recordings and providing scores as per the decided metrics
- Create TNI and report efficacy of the past conducted refreshers
- Work as Process Expert to co-operate with people from various teams of Nesto group and drive implementation of the programs
- Handling escalation calls whenever needed and providing exact resolutions to the customer to improve customer satisfaction
- Develop Performance, Contact Handling Time, Transfers Rate, Call Disconnects, Customer Experience, Hold Percentage, Service Level Delivery, and Daily Sales target Reports on a day to day basis and use these reports to analyze data, make sense of the results, and explain it to the leadership team or key stakeholders
- Being a team player along with motivating and maintaining good team relations
- Maintain a smooth workflow and manage any delays in a rational manner

### Obopay Technologies | Jan 2021 - Nov 2021

#### Customer Success Advisor & Trainer

CLIENT - ITC( Imperial Tobacco Company of India Ltd)

- Customer success advisor and (SaaS) for Chakra
- Ensuring customer facing documentation is kept up to date and relevant and creating and implementing processes and programs.
- Played a vital role in the establishment of software Chakra for ITC from scratch to establishment.
- Owning the onboarding process for new customers from day one until go-live.
- Worked with clients to resolve all Chakra issues efficiently and effectively
- Managing day-to-day communication with accounts, and act as a trusted point of contact for business discussions.
- Developing metrics for defining the success of an on-boarding plan, and reviewing progress during quarterly meetings.
- Meeting with customers virtually to discover and understand their needs. If required meeting the customers directly to address and solve the issue
- Coaching customers to be product experts and provide training to their teams.
- Trained over 1500+ people on Chakra MIS across PAN India
- Collaborate with management to identify company training needs
- Plan and implement an effective training curriculum
- Develop monitoring systems to ensure that all employees are performing job responsibilities according to training
- Prepare a hard copy of training materials such as module summaries, videos, and presentations to ensure smooth learning for the ones using Chakra
- Supervise and manage junior team members

### Amazon Development Center | Jun 2017 - Dec 2020

#### Transaction Risk Investigator (Claims)

- Processing of claims of the customer against the seller through deep dive into the profile
- Identifying the deceit customers and sellers and escalating with valid proof to the respected team
- Communicate complex transactional issues correctly and clearly to both internal and external customers
- Engage in frequent written and verbal communication with department management, risk analysts, risk engineers, other company associates, and third-parties to accomplish goals
- Report and works as an alarm system for failures as well as compliance metrics across all the transactions

#### DART and Resolution Specialist (Team Leader)

- Assist the CS team in understanding the internal process and policies of Amazon and help them in solving complex customer issues
- Perform Deep Dive Analysis on Customer Accounts to detect patterns of any contact drivers and escalate it to key stakeholders
- Work as Process Expert to co-operate with people from various teams of Amazon and drive implementation of the programs
- Support cross-functional teams such as Quality Assurance and Training team to mentor and to help new recruits understand the process and policies of CS Operations and to audit the contacts to give actionable feedback to the new recruits
- Identify root causes of the problems and provide recommendations to come up with projects to drive continuous improvements that lead to sustained performance
- Perform analytical deep dives to develop interpretive insights; conduct trend analysis to identify performance gaps, highlight strengths, and provide recommended corrective actions
- Team Performance, Auditing, and Coaching as well as Process correction
- Provide the operations and business development teams with concise reports with regards to the quality of orders highlighting areas of improvement
- Interacts and shares updates with agents, Send reports, SOP's creation for all the business

## EDUCATION HISTORY

### BACHELOR OF ENGINEERING - ELECTRICAL & ELECTRONICS

Nehru Institute of Engineering & Technology, Anna University (2013-2017) graduated with first class