**Biji Bhaskaran**

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**Targeted Roles:** Service Delivery • Process Management

**Targeted Industry:** Open

**Targeted Locations:** UAE (Dubai, Sharjah)

**Senior Process Associate**

Customer Service Management • Service Delivery Excellence • Operation, Transition, Quality Management • Standard Operating Procedures • Escalation Management • Technical Support • Team Management

**PROFILE SUMMARY**

* A forward-focused professional with nearly 14 years’ experience. 2.5 years in Client Management, Operations & Service Delivery, Process Management and Administration, aspiring for Client Servicing roles in ITES/ BPO services
* Strategic leader with experience in Business & Strategic Planning, Call Centre Operations, Service Delivery, Customer Excellence, Project management, Stakeholder Management, Customer Lifecycle Management and People Management across multiple verticals in BPO/ ITES and IT Sector
* Detail-oriented professional with experience in resolving troubleshooting calls/support requests via telephone, email, Service Desk Ticketing System, or Web support
* Technical expertise - Posses strong technical expertise to understand the customer complaint and plan to mitigate the same; Knowledge in functionality, sanity, smoke, Regression Testing, System Testing, System Integration testing, Test Strategizing, Test Planning, Script Design, Execution, Defect Tracking, Release Management and Release Deployment Process
* Customer Services -Excellent in handling clients and resolving their issues and answering queries quick in real time; supported UK clients at Tesco Hindustan Service Centre
* Conflict management - adept at conflict management, especially in real time
* Communication - Proficient at collaborating with different people across all level through excellent communication skills both verbally and in writing
* Excellent analytical, problem solving, people handling and troubleshooting skills

**WORK EXPERIENCE**

**Test Engineer /Test Lead - Metric Stream Infotech (India) Pvt. Ltd., Bangalore, India: Sep 2013 - May 2016**

* Performed Smoke testing, sanity testing, regression, user acceptance testing, system integration testing for projects executed
* Monitored resource daily task, status meeting with clients, responsible for release to customer, Triage bugs, attend Bug triage call, MOM to stakeholders

**Test Engineer - Wipro Technologies, Bangalore, India: Feb 2012 - May 2013**

* Involved in Sanity testing, functional testing, regression testing.
* Executed the testing of the payments on POS; Reviewed the Test cases
* Attended the regular client call and discuss the weekly status with the client

**Test Engineer - Torry Harris Pvt Ltd, Bangalore, India: Dec 2010 - Jan 2012**

* Successfully managed the Test Case design, Test data preparation & execution, Sanity Test, Regession Testing
* Interacted and liaised with D&D Team, Business Analysts

**Technical/Customer support representative - TESCO Hindustan Service Centre, Bangalore, India Apr 2006 - Nov 2008**

* Became the lead “go-to” person for new reps and particularly challenging calls as one of the company’s mentors and trainers of both new employees.
* Helped company attain the highest customer service ratings —earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
* Responsible for assisting UK –Tesco Store executives with their daily queries with respect to retail POS services.

**Customer Support Engineer for AOL (International Call Center) - ITC infotech Pvt Ltd. (SITEL), Bangalore, India: Apr 2005 - Mar 2006**

* Communicated with customers to ensure product understanding, answer questions, and facilitate conflict resolution.
* Oversaw a team of 5 customer service associates ,led weekly discussions to facilitate the establishment of team and individual goals.
* Communicated with customers to ensure product understanding, answer questions, and facilitate conflict resolution.
* Handle complaints, provide appropriate solutions within the time limits.

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**EDUCATION**

* B.E in Computer Science Engineering from Kuvempu University, Karnataka, India in 2001

**TECHNICAL PROFICIENCY**

* Functional Testing
* Bug Detection , Analysis &Closure
* MS Office (Word, Excel, PowerPoint)
* Agile, Sales Force
* Exposure to Basic Selenium

**AWARD**

* Conferred with “Spot Awards” in Tesco for innovation and brilliant on-the spot business ideas.