**VIVEK.V.K.K**

# 2731 jpgContact Address

‘MADHAVAM’, TC- 4/2208-3,

Kuravankonam, Kowdiar P.O,

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Objective

 IT Professional with 2+ years of experience in Review management, Data analysis, Application support, Natural language processing etc. Aiming to use my technical, professional experience and communication skills to effectively showcase at your company.

Profile Summary

· Work exposure in projects with customers around Europe, India and US.

· Understanding of ITIL Framework, Data analysis, Content management, Review processing & IT Service Management.

· Proficiency in MS Office applications, Problem solving, Root cause analysis.

· Work exposure in JIRA, Salesforce, Windows and Linux

· Testing and Quality Assurance professional with excellence in Quality Assurance, Waste management, Performance Improvement coaching and Root cause Analysis.

· Worked with high performing UAT testing team through all the phases of UAT and SIT.

· Implemented best practices for enhancing the performance of the team and maintaining pace with the current technological change and development.

Organizational Experience

**BINARY FOUNTAIN – DATA ANALYST (FROM MARCH 8TH, 2017 TO JUNE 24TH, 2019)**

**·** Managing a portfolio of accounts, helping to ensure customer success from client goal setting and guidance on best practices to performing quarterly business reviews

· Provide support to clients by working with engineering resources to resolve any technical questions or issues.

· Minimize customer churn and escalate critical customer issues when necessary.

· Assist with developing customer use cases and other special projects for the Customer Success Team.

 · Root cause analysis and daily QC of the tasks

 · Overlooking the defined process operations, Client dashboards, data

· Initiating client audits , widget change requests

· Review and identify issues and take corrective actions on review comments processed by NLP engine.

· Collect and report on real-time quality metrics

· Helping in identifying process improvement, Training to resources based on the QC data achieved

· Read and analyse reviews of hospitals of most of the countries and tag them accordingly on a daily based target.

· Monitoring newly coming data and updating them to the queue in order process the same data without any delay.

· Harvesting the reviews by removing the unwanted reviews in between and taking only the required data for the queue by toggling.

· Dealing with client issues when miss out any error that had to be corrected and immediately resolving the issue.

Technical Skills

 · MS Office, Adobe Photoshop and Lightroom

 · C, Core Java, Php

 · Front end: html 5, Javascript , CSS

 · CCNA, MCSA

Education

**B.E ELECTRONICS AND COMMUNICATION ENGINEERING | 2010- 2014 | NARAYANAGURU COLLEGE OF ENGINEERING (ANNA UNIVERSITY)**

· Completed the course

**HIGHER SECONDARY | 2010 | St. THOMAS HIGHER SECONDARY SCHOOL ( KERALA STATE)**

 · Majored in Computer Science with 6.5 gpa of marks

**10TH | 2008| CHRIST NAGAR HIGHER SECONDARY SCHOOL (KERALA STATE)**

· Passed the SSLC with an aggregate of 8.0 gpa

Declaration

 I hereby declare that the details mentioned above are true to the best of my knowledge and belief.

**Place : VIVEK.V.K.K**

**Date :**