

J. Anteny Rosario

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Objective:

Endeavor to work in a professional atmosphere involved in quality work. I attach equal importance to personal growth and career and by contributing my services consistently and developing my potential to meet the standard set by the organization.

Professional strengths and technical expertise:

- I understand the prerequisites of being a leader.
- I am able to understand, implement and organize tasks to the fullest.
- I have good interpersonal skills bearing moral values.
- I have good analytical skills, language and knowledge.

Educational Qualification:

Title	Specialization	University
SSLC	State	St. Joseph Indian High
PUC	Commerce	HKES
Graduation	B.Com	RBANM'S First Grade Evening College (Bangalore University)

SKILLS

- Mentoring
- Project management.
- Microsoft outlook

1) FIRST SOURCE SOLUTIONS PVT LTD (From August 2010 – Present)

Worked as Customer Services Executive from August 2010 – Jan 2012

Role:

- Responsible to handle Customer services calls and provide satisfactory service in support of the core services of the process in alignment with the client requirement.

Highlights:

- Have been a consistent performer with no disciplinary or process related issues.
- Been awarded the best improviser in the 4th month as CSR (Customer Service Representative).
- Indulged in various activities when required or work is assigned.

Moved to Backend Email and Teleports Team (From Jan 2012 - Sep 2014)

Role:

Responsible for answering Customer queries and requests via emails and backend policy works.

Highlights:

- Have been consistent in achieving TAT.
- Have been awarded the most productive associate for 6 months in a row.
- Was awarded the best associate for preparing a training manual for the teleports which was signed off and been used as a training manual for CS backend.

Worked as Subject Matter Expert (SME/Assistant TL) from (Sep 2014 - November-2020)

Role:

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- Coordinate with the team lead to help the team achieve our Service level agreements (SLA's)
 - Play the role of a team lead in his absence.
 - Handle any process related escalations.

- Coaching and monitoring feedback for advisors below par.
- Real time queue management.

Worked in Webchat from 2019 - 2020 November [Role-SME]

Key Elements

Auditing on Chat transcripts

Driving Web-chat performance for the site

CSAT- analysis and root cause analysis for Bottom Performance Quartile

Alerting on key metrics

Sharing observations on Customer affecting defects

Coaching and feedback for underperforming Associates

Highlights:

- Team has been consistent in terms of performance.
- Handled technical and process related issues efficiently to make sure client targets were met.
- Was graded surpasses expectation on the annual appraisal.

Personal Details:

Date Of Birth	5 th October 1986
Nationality	Indian
Gender	Male
Marital status	Married
Language	English, Hindi, Kannada & Tamil
Hobbies/interests	Football, Cooking.

I consider myself as an aspirant who has the thrust for knowledge and is willing to acquire and equip myself with the true corporate skill. I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Place: Bangalore

Date:

(J. Anteny Rosario)
