**Akshatha R**

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**Job Objective**

To be indispensable in any organization and to utilize my skills and abilities with my leadership, analytic, creative, technical qualities to achieve excellence and contribute to the development of the organization.

**Profile Summary**

* Technical Support Expert
* Independent Entrepreneur
* Sales force Administrator
* Business Analyst
* Workforce Management Associate
* Procurement HR Associate

**Organizational Experience**

**Bigbasket(September 11th 2019 to October 22nd 2020)**

Bigbasket(Innovative Retail Concepts Private Limited) is an Indian Online grocery delivery service. The company primarily delivers grocery goods found in convenience stores, home essentials and food supplies to its customers. Its India’s first e-commerce site FabMart.

**My Roles and Resposibilities:**

1. **Salesforce Administrator( Kapture CRM for Bigbasket)**

* Modified existing database to meet unique needs and goals determined during initial evaluation and planning process.
* Implemented BI solution framework for end to end business intelligence projects.
* Planned and implemented security measures to safeguard vital business data.
* Creating new Objects, Fields and Relationship for the newly created Tagging in the Kapture application and newly created Action tabs for the Admin application for the Customer Support Agents for the Customer Queries resolving and documentation purpose.
* Creating new Users, assigning licences and assigning Roles for the Users.

1. **Business Analyst( Kapture CRM for Bigbasket)**

* Analysed key aspects of the business to evaluate factors driving results and summarized into presentations.
* Improved business direction by prioritizing customers and implementing changes based on collected feedback.
* Worked closely with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.
* Applied honed problem-solving skills to analyse and resolve issues impacting business operations and goal achievement.
* With the knowledge about the Salesforce admin and the licences involved and the cost of the each licences, was sharing the advices and suggestions about which licences to be used and also how many licences can be assigned to the users to meet the business and the organisational requirements.

1. **Technical Support Specialist(Bigbasket application and website)**

* Followed up with clients to verify optimal Customer satisfaction following support engagement and problem resolution.
* Documented all transactions and support interactions in system for future reference and additional to knowledge base.
* Explained technical information in clear terms to non-technical individuals to promote better understanding.
* Resolved 25 technical enquiries per day.
* Submitted Service Tickets for all the resolved, pending and fallow up requests and complaints of the customer about the application and website.

1. **Workforce Management Analyst(Bigbasket Human Resource)**

* Worked with management to develop strategic and tactical plans to meet different requirements.
* Managed Overtime, Shifts Swaps, Breaks and Leave requests.
* Worked closely with management teams to plan, develop, coordinate and execute technical strategies aligned to client’s vision, mission and purpose.
* Used to share the reports on the timely manner about the Agents with the long chat with the customer and Agents not meeting the Service Level(SL) parameters and helping them how to handle the long chats and to meet the SL parameters.
* Used to analyse and work on the reports about the performance of the agents and categorizing the Agents as Top 10 performers and Bottom 10 performers to the management.

1. **Procurement Associate(Bigbasket Human Resource)**

* Screened and Recruited qualified potential employees.
* Assisted with on-boarding process for few new hires.
* Assisted with meetings and presentations within company.
* Delivered friendly assistance with new hires throughout interviewing and hiring process.

**Independent Entrepreneur(2018 and 2019)**

I initially started my career as an Entrepreneur by looking after my dad’s business which was a small General store for a year and due to the financial issues, the business was completely shut down.

**Roles and Resposibility:**

* Looking after the all aspects of a business operation, from planning and ordering merchandise to overseeing day-to-day operations.
* Managing budgets, statistical and financial records.
* Dealing with customer queries and complaints.
* Maximising profitability and setting and meeting the sales targets.

**My Certification**

**Salesforce admin 201(2020):**

I have completed the course of Salesforce admin 201 from the **Vepsum Organization**.

**My Project**

I have independently worked on a live project and developed an application in the CRM called “**Recruitment application**” for the company “Universal Container” which includes complete Recruitment process staring from the opening of the position to the candidates being hired or rejected.

I have worked by enhancing the basic concepts of the salesforce and created Objects, Tabs, Fields and Relationship, Profile and Permission Sets.

Also have added the Security and Sharing Rules concepts for the application for the data protection.

Tried to add the concepts of Workflow and Approval process and custom Reports.

**Accomplishments**

* Documented and resolved Technical queries which led to **High Customer Satisfaction** and improve the Business and Customer rating.
* Supervised Kapture team of 4 which was providing technical solution and Assistance to the newly joined Agents to the team.
* Collaborated with the Kapture CRM team in the addition of new tabs, fields, objects in the form of new Tagging as per the organization requirements for the Kapture application and Bigbasket Admin application for the Customer Support Agents team for documentation of the customer queries.
* Given Business advice to the management on improving the Customer Satisfaction and meeting all the Service Level requires for the Business and organisational growth.
* Have been recognized as Top 10 and Top 20 performance many times in the Bigbasket.
* Have been an acting Subject Matter Expert (SME) for the team and have assisted the new Agents to learn the process.
* Have been closely involved the Human resource department.

**Education**

2017 Bachelor of Engineering in Information Science and Engineering from BNMIT .

**My Skill Highlights**

* Salesforce Skills (user management, data management, security and Reporting)
* Business Analysis Skills (improving the Business)
* Leadership Skills
* Technical Skills
* Oral and Written communication Skills
* Analytical thinking and problem-solving Skills
* MS Office (Excel, PowerPoint)
* Relationship development
* Automated forecasting, scheduling and resourcing tracking
* Real -time management and Multi-channel activity tracking
* Team work and collaboration

**Personal details**

Date of Birth: 11/12/1995

Address: #14/1 Uttaradhi mutt road, Shankarpuram, Bangalore- 560004

Languages known: English, Kannada, Telugu