
BAVISHA JEMIMA .C

Plot no: 15, Rajaji nagar, KTC Nagar, Tirunelveli-627011

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PROFESSIONAL SUMMARY:

- Team player software engineer with a can-do attitude, phenomenal time management skills, and a strong user focus.
- A proactive learner with a flair for adopting emerging trends and addressing business requirements to organizational objectives and profitability norms.

WORK EXPERIENCE:

- 1+ years of experience in Scheduling, Capacity Planning in HCL Technologies- WFM.
 - Worked as Associate-BFS in HCL-WFM for 14 months with profound knowledge in Scheduling, Capacity planning, Real time monitoring.

WFM-SCHEDULING:

Company: “HCL Technologies”

Client: USAA

Tool: NICE(IEX), CISCO UCCMP.

Role: Associate-BFS

Job description:

- Well versatile in WFM contact center for Time Utilization, Occupancy, Schedule adherence, Shrinkage, AHT, Scheduling and monitoring.
- Responsible for managing all intraday management processes in support of operations to achieve business service level objectives.
- Effectively communicate with the peers and those we support in the business to ensure high quality and timely completion of work request.
- Manage associate call-in line and update schedules to reflect accurate intraday projections.
- Attend weekly and daily staffing review meetings with forecast and scheduling analysts detailing performance and identify risks.

ACADEMIC QUALIFICATIONS:

Course	Institution	Board/University	Year of passing	Percentage
B.E. (ECE)	UVOC College of engineering, Tuticorin.	Anna University	2017	70
H.S.C	Rose Mary Matric. Higher Secondary school.	State board, Tamil Nadu.	2013	93.2
S.S.L.C	Rose Mary Matric. Higher Secondary school.	Matriculation, Tamil Nadu	2011	92.4

ACHIEVEMENTS:

- Rated as “Super Star” of the process from business.
- Recognised as Star performer by the business in the Jan – Mar quarter 2019.
- Received multiple appreciations from clients for the high quality and proactive thoughts towards the process.
- Maintained good quality scores in external and internal quality audit reports.
- Co-ordinator of National Level Technical Symposium and Secretary of ECOESA organization from 2013-2017.

PERSONAL INFORMATION:

Date of Birth: 29.04.1996

Nationality: Indian

Religion: Christian

Marital status: Married

Languages Known: English & Tamil

DECLARATION:

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

Place: Tirunelveli

Yours Truly,

Date:

BAVISHA JEMIMA.C