**Vivek.V
*Process Associate****-****Customer service***

I have been a consistent performer in my career objectives. My academics and technical knowledge has given me the confidence to adapt to the rapidly changing technology and to complete the assignments on time.

 **P R O F I L E**

Having around 8+ years of experience in Tech support, Customer service, Counselling, Quality Training in various domain- Accounts Payable, Education, Telecommunication (Broadband, phone).
 **C O N T A C T**

 +91- 9945939080

 vivekfarab@gmail.com

**E X P E R I E N C E**

Worked for **Sitel India** as Customer Service Professional from 9th Mar 2014 to 9th April 2015.

Worked for First **Source Solutions Pvt Ltd** from 22nd April 2015 to 19th June 2016 as a Customer Service Associate.

Worked for **ZTE Telecom India Pvt Ltd** as Senior Tech Support from 13th July 2016 to 27th Jan 2019.

Worked for **Vedantu Innovation Pvt Ltd** as Sales Expert(Academic counselor) from 04th April 2019 to 11th Sep 2020.

Currently working for “**Just Energy**” as “Process Associate” from 04th November 2020 till date.

 **E D U C A T I O N**

ITI in electronics from Bangalore University, 2008

**T O O L S**

* Salesforce.
* Amazon connect.
* CRM (internal).
* MS Excel, Word, PowerPoint.

 **S K I L L S**

* Performing deep dive analysis on Enterprise/ customer contacts to gather lessons learned, and then uses that information to create or improve policies, procedures, and best practice reference materials.
* Providing prompt, efficient, detailed, customer-oriented service to Enterprise/customers.
* Working with customer support peers around the globe to ensure a consistent and high-quality level of support.
* Good communication skills in English; verbal and written.

 **A W A R D S**

* “**Customer Service Award**” for 100% customer satisfaction & being top performer.
* “**Cause for Applaud**” for being an outstanding Quality trainer.
* “**Rising Star Award**” for being quick learner & address the client issues on the go.
* “**BRAVO**” award for being active member of the Team and for addressing clients.

 **Project: Just Energy-Electricity billing**

Just Energy is a retail energy provider specializing in electricity and natural gas commodities and bringing energy efficient solutions and renewable energy options to customers. Just Energy is the parent company of Amigo Energy, Filter Group Inc., Hudson Energy, Interactive Energy Group, Tara Energy, and Terrapass.

**Company**: Just energy

**Tools/technology**: Salesforce, MS Excel,Amazon connect

**Role**: Process associate

Roles & Responsibilities:

* Responsible for studying applications & handling entire P2P cycle independently.
* Understanding of principles of finance, bookkeeping and accounting
* Processing invoices as per the company policy and tracking the status.
* Processing employee claims as per the travel policy.
* Regular follow-up on a pending invoices.
* Coordinate the rectifying of purchasing/vendor problems.
* Timely responses to email requests and vendor inquiries.
* Reviewing vendor statements.
* Preparing analyses of accounts and producing monthly reports.
* Assist in providing documentation on adhoc request.
* Updating the existing process document whenever it is applicable.
* Audit support.

**Project: ZTE**

A complete end-to-end product lines and integrated solutions in the telecommunications industry. In the 5G era, we will be committed to building the core competitiveness in independent innovation, expecting to accelerate the global commercial deployment of 5G, and leveraging leading end-to-end 5G products and solutions.

**Company**: ZTE

**Tools/technology**: MS Excel,Amazon connect

**Role**: Technical Solution Associate

Roles & Responsibilities:

* Work closely with technical customer of operators to investigate the demands, analysis their requirements and promote ZTE Technology Solution to Telecom customer.

**
 Project: Vedantu education application**

Vedantu is a LIVE online learning platform that brings together students and teachers to achieve best results.

**Company:** Vedantu Innovation Pvt Ltd
**Tools/ Resources**: Ms Excel, CRM

**Role**: Education counsellor

Roles & Responsibilities:

* Collaborate with technical teams on all system issues.
* Exceptional communicator and influencer who can deliver sales pitch like a charm.
* Result driven with experience of extremely target centric job.
* Diligently communicating and priming the lead through channels like email, WhatsApp, SMS,

Calls.

* Confident and a risk-taker who thrives in a high-performance high-growth environment.
* Monitoring self-performance at all times while also contributing to the team performance, keeping track of factors like conversion, average revenue generated per lead, average revenue per sale, etc.
* Plan, support, organize the technical marketing activities and brand activities, such as Workshop, solution presentation, etc.
* Work with ZTE Team to develop a strategic roadmap and operating model for telecom network.
* Collaborate with the ZTE Technical Team to deliver enhanced/adapted solutions focused on Telecom customers.

D E C L A R A T I O N

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Bengaluru

 P E R S O N A L D E T A I L S

 Father’s Name : Vijay Jaganath Pharab

 Date of Birth : 16-05-1989

 Sex : Male

 Marital Status : Single

 Languages known: English, Kannada & Hindi, Tamil

 Nationality : Indian

Vivek Pharab