**SUNNY KUMAR**

**Address: -**

Flat No. A5-1104

Rohan Abhilasha Township,

Lohegaon Wagholi Road,

Wagholi, Pune 412207

**MOBILE NO- 7709992933**

**Email - sunnyksinha@gmail.com**

### **Career Objectives: -**

To obtain high level of excellence in growth-oriented organization and utilize myself as a source for all kinds of challenging jobs by upgrading my knowledge.

**Work Experience: - Total: 6yrs 11months**

**Concentrix May 2019 to Till Date**

**Senior Executive Operation (1yr 2months)**

**Project: T-Mobile/ Sprint (US)**

* To keep customers happy and successfully solve any problems that may arise, chat agents perform a range of tasks. Based on the job listings we analyze; we are expected to take on these duties and responsibilities.
* An end-to-end view of the post-paid billing, throughout the workflow, with real-time status can help in reducing the tickets fallouts.
* In addition to providing real-time support, we thoroughly document each customer’s question or problem as well as the resulting answer or solution. This way, we can help improve their organization’s overall functionality and efficiency.
* In order to help customers as effectively as possible, we must make an effort to remain up to date on all the products and services that their organization offers. It’s especially important for us to learn about new products and services, which customers may be more likely to ask questions about.
* Since we serve as their organization’s first point of contact with its customers, we may be asked to make suggestions about how their organization can improve its customer service. Thus, we should keep track of general patterns when communicating with customers.
* As we mentioned above, we are often the first person that a customer will speak with. Because of that, we are the first people within their organization who will be alerted of website errors and other technical problems. If we receive multiple queries about the same issue, we must report the issue to the IT department in order to solve the problem as quickly as possible.

**Tools Used: CRM(Amdocs), Nuance, CST, ZIMBRA**

**Amdocs Feb2019 to May2020**

**Process Associate. (1yr 3months)**

**Project: AT&T O2A(US)**

* Order-to-activation (O2A) is a critical business process across any enterprise dealing with subscribers, and in the telecommunications business, is one of those areas crucial to growing the subscriber base, increasing customer satisfaction and creating strong brand reputation**.**
* An end-to-end view of the orders, throughout the workflow, with real-time status can help in reducing the order fallouts.
* Order to Activation is the process or work flow from order placement to activation. This is a key element of order fulfillment, where reliability and accuracy lead to customer satisfaction.
* Observe and understand the customer requirements.
* Analysis of the specification provided by the client.
* We resolve the customer tickets on real time basis.
* I was responsible to resolve the escalated tickets within the SLA.
* We do R&D on certain scenarios to resolve the ticket.
* Taking ownership and resolving the tickets by following all quality parameters.
* Interacting with other respective teams through chats (if required) to resolve the tickets.
* We resolve the customer tickets on real time basis.
* Correcting/posting xml, updating customer details through CRM.
* Working on Automations and handling the Application of AT&T U-verse Project.

**Tools Used: CRM(Amdocs), EM(Exception Manager), PST, BBNMS, EDGE, SDP, MyCSP**

**Tech Mahindra Ltd May 2016 to Dec 2018**

*(2years, 7Months)*

***Sr. Associate-Customer Support***

**Project: TalkTalk (UK)**

**Responsibilities:**

* Placing the order come from client side for Broadband Installation/Cease to the customer’s site.
* Verifying all the details provided by the customer while processing or taking orders, filling in forms and applications.
* Follow up to book appointments for the installation/ Cease the line with Openreach as per customer instructions.
* Escalate ageing issues and close within SLA.

**Tools Used: Remedy Ticket Tools, Salesforce, Openreach Order Processing**

**Project: Carphone Warehouse- iD Mobile (UK)**

**Responsibilities:**

* Analyze the financial activities which comes in a form of a complaint or request on the customer’s account to provide a correct resolution with processing required credit within SLA.
* Whenever customer feels like he has been charged wrongly, customer calls in the Call Centre to dispute about the charges.
* CSA people don’t have privilege to grant credit therefore, they will pass that ticket into the main queue of Billing/Credit.
* The ticket is handled by Billing/Credit Team by investigating on it whether, the customer disputing genuinely or charges are correct and payable by the customer that ticket will be dealt accordingly.
* We have other queues also, where they don’t have privilege either, to permit credit to the customer therefore, post their investigation on a ticket, they pass it to the main queue of Credit.
* Then we investigate it again and then if a customer is applicable then we pass the credit to the customer under some Credit Policy Codes.

**Tools Used: CMP, Syniverse, Jira,**

**Mphasis Pvt. Ltd. Sept 2013 to August 2015**

*(2yrs )*

***Associate-Customer*** ***Support Officer***

**Responsibilities:**

* Answering calls politely and professionally to provide information about services and products.
* Keeping records of customer interactions and different transactions, recording details of complaints, comments, inquiries.
* Processing or taking orders, filling in forms and applications.
* Follow up to ensure that appropriate action has been taken on customer requests and complaints.
* Escalate unresolved customer requests, pass on grievances to higher departments for further investigation and clarification.
* Handle and resolve customer complaints.
* Obtain and evaluate all relevant information to handle product and service inquiries.
* Direct requests and unresolved issues to the designated resource.
* Communicate and coordinate with internal departments.
* Follow up on customer interactions.
* Provide feedback on the efficiency of the customer service process.

**Tools Used: Siebel CRM**

#### **Educational Details: -**

* Passed B. Sc. from IACM New Delhi, Sikkim Manipal University 55%
* Passed H.S.C form BNS DAV Public School, Giridih, Jharkhand, CBSE Board 67%
* Passed S.S.C form Saraswati Shishu Vidya Mandir, Katras, Jharkhand, CBSE Board 69%

#### **Computer Awareness: -**

Office Package : MS Word, MS Excel, MS PowerPoint, MS Outlook Express

Operating Systems : Windows XP, Windows 7, Windows 8, Windows 10

Applications : Internet Services, E-mail Facilities

**Personal Details: -**

* **Name : - SUNNY KUMAR**
* **Sex : - Male.**
* **Date of Birth : - 20/02/1988**
* **Religion : - Hindu**
* **Languages Known : - English, Hindi**
* **Marital Status : - Un-Married**
* **Permanent Address: - Chitragupt Colony Power House Barganda, Giridih, Jharkhand**

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| Deceleration: |

I hereby declare that the information furnished above is correct to the best of my knowledge and belief.

**Date:**

**Place: Pune (SUNNY KUMAR)**