

Suhad Ahmed

Quick Learner, Problem solver, Innovators

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EXPERIENCE

Amazon, (alexa) Chennai — machine learning data analysis

June 2017 –july 2020

- **Data Transcription of customers audios for a leading AI Robot (Amazon Echo)**
- **Verification** of transcribed files. (used Talend and Information Powercenter) with this help the quality to improve **5 %**. Excellent in ms excel
- **Annotating** to make all the words understandable to the device by adding labels to different words and making it more user-friendly.
- **AQUA - Answering Quality Assessment** proving and helping the combined work of transcription error. **MYSQL**
- **ASR Alexa Service Result** and alexa respond rating the answer and making the response of alexa more helpful and knowledgeable using **POSTGRATSQ**
- Worked in development of **Alexa Resource Management – ARM** .
- Worked on a project to check the use of resources for core ques to complex ques, to train them if needed worked on both the ques.
- Giving **transcription feedback** and trained more than 10 employees.
- **PASA Product Advisor Secondary Annotation**. This is the final stage of work where after this the changes are to be put into the device using **MYSQL**.. Help the quality to improve **3%**

HCL Chennai — June 2015– july 2017

- Fixing Client Broadband issues by using **VMware** tool.
- Working as a customer assistant via **chat and calls**, facing

SKILLS

- Microsoft Office
- MS excel
- Technical Support
- Troubleshooting
- Fixing customers issue
- Sales Support
- Team Management
- MySQL
- MSSQL
- ETL (Extract Transform Load)
- Digital marketing

AWARDS

Best Broadband technical advisor for the quarter of 2016

LANGUAGES

- English,
- Hindi
- Tamil
- Urdu aand
- Arabic

multiple client **calls and chats** at the same time.

- Ensuring all customer queries are fixed and also avoid customer **escalations**.
- Preparing daily reports on customer feedback and also conducting audits on calls to improve **customer experience in calls**.
- Expert in providing feedback to the **call auditing and proving feedback to the advisers**.
- Have been in charge for solving critical cases in emails as **solving Phishing emails** issues.
- Helping install **Mcafee and providing safety usage of anti-virus** to the customer.
- Helping install **Parental control** and also giving the advantage and disadvantage of parental control to the customer
- Providing customer channels on devices such as android or I. O. S. helping them to login and watch TV on device.
- Cross-trained in **sales** and have sales experiences with all the BT products selling to the customer with calls and chat. Help the sales to increase with **4%**

EDUCATION

The New college ,Chennai — B.B.A

May 2012–April 2015

- 1. Specialization in Human resources management**
- 2. Specilization in Marketing and sales of consumer products**

University Of Madras

June 2016– july2018

- 1. Human resources management**
- 2. Marketing and sales of customer products**

Project Name — Worked in ETL TOOL to create workflow

executive Worked in ETL tool Such as Information powercenter and talend to create workflow executive including band loops executing log time short and end time error log