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| Tobias AvinashHyderabad, India · +91 9032508081Tobias.avinash@gmail.com · LinkedIn Profile: tobias-avinash-427a5452 |
| A creative, dedicated, insightful professional offering over 9+ years of success in the areas of CRM, Ad Campaign Management, Quality Assurance and Team Management. Experience creating Quality frame works and Training plans in highly organized and fast- paced multitasking environments; able to prioritize effectively to accomplish objectives with creativity and enthusiasm. Passionate, results-driven leader seeking a progressive role within a reputable, impactful organization. |

# Experience

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| June 2016 – TILL DateQuality & Training Lead, Accenture Solutions pvt. ltd.* Ensure service measures are met in accordance with the Service Level Agreement (SLA).
* Provide performance feedback and career guidance to all team members.
* Handle and manage process & people escalations appropriately.
* Act as the SME for the process and aligns work instructions as per global procedures.
* Ensure adherence to policy and procedures of the organization.
* Improving Quality process with the standard industry benchmark.
* Ensuring the requests are completed thoroughly and accurately within the appropriate time frame.
* Track team metrics in a detailed and timely manner; proactively monitor Service Measures and escalate any potential service issues.
* Responsible for team members Performance Evaluation, Career Counseling and Recognition.
* Provide appropriate support and ensure compliance in following Accenture and client policies/practices.
* Maintain up-to-date knowledge of client policies, statutory requirements and special handling procedures.
* Identify, assess, and resolve complex issues/problems within own area of responsibility and operating largely independently.
* Provide input into process improvement opportunities and may oversee defining standards for new processes and reusable processes.
* Lead and sustain a positive work environment that fosters team performance through own work and behavior.
* Participate in cross-functional training and fulfils team backup responsibilities as assigned.
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| July 2013 – June 2016Senior Associate, Amazon India Pvt. Ltd.* Assisting customers with their queries about their Amazon accounts, orders and subscriptions.
* Transaction Level investigation of accounts and to ascertain the element of risk associated for better decision quality and risk reduction. Verification of all Customer centric data at regular intervals to prevent Theft.
* Identification of Patterns/trends being followed by Fraudsters/Abusers. Research and evaluate facts to their root, gathering the necessary and pertinent details required to arrive at a conclusion and recommend a course of action.

September 2011 – July 2013Process Associate, Genpact India Pvt. Ltd.* Creatively developing marketing strategies in alignment with company annual revenue objectives. Collaborate with Marketing team in campaigns and performing market research.
* Scheduling marketing material for online medias (website, social media).
* Initiated quality drive on the floor.
* Was an interim Quality Analyst for the process. I have mentored the agents in the process and delivered process and policy feedback. Conducted daily team huddles to deliver process and policy updates.
* Review the ads displayed and ensure that they are in compliance with client's policies on advertisement.
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# Education

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|  2011BACHELOR OF COMMERCE, Loyola Academy Degree & P.g. College. |
| 2008Higher Secondary Education, Little Flower Junior College.2006**Secondary Education,** Gowtham Model School. |

# Skills

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| * Quality Management
* Training Management
* Operations Management
* Project Management
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