

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 **POSTGRATSQL**
- 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. Speclization 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