Anil Singh

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Summary

Working from home 4+ years of experience in, Technical Support Operations, Incident management, Market Research, Training and development. Skilled in Microsoft Word, Communication, Customer Relationship Management (CRM), Market Research, and English. Strong information technology professional with a Master of Business Administration - MBA focused in Business, Management, Marketing, and Related Support Services from Pune University.

Experience

Process Analyst

Cybage Software

Oct 2020 - Present (1 month +)

CVS_Health

• Research and monitor selected areas in the healthcare industry, with the goal of leveraging expertise in this market into research deliverables, including market and customer research efforts
• Develop relationships and conduct interviews with industry experts, executives and end-users for the purpose of gathering primary data and producing written market analyses and competitive intelligence reports
• Contribute to client projects, delivering quality insights within the scope, objectives, timeline and budget for assigned projects
• Mentor and project manage local or off-site medical technology analysts with a view to successfully deliver insightful research outputs as per annual plans
• Support the development of appropriate client collateral materials for business development purposes in collaboration with the sales team and research leadership staff to support the annual sales target
• Contribute insights to industry media and reporters for major business publications and media interviews
• Establish a presence as an influential and knowledgeable expert in the advanced medical technology sector.
• Build, manage & maintain excellent business relationships with specific Digital Product Owners and groups.

Technical Support Executive

Cybage Software

Oct 2018 - Oct 2020 (2 years 1 month)

PGI_NOC

• Entering incident data, as directed, into the corporate ticketing system and Incident Tracking System to document the status and resolution of incidents. Annotates the steps taken to reach incident milestones to come up with a technical timeline within the incident tracking system and close the ticket when service has been restored.
• Engaging, escalating, and communicating notifications as needed to level 3 technical support, management, and critical incident management. Opens Meet Me Lines (MML), as directed, for technical teams to gather and begin working towards a resolution.

• Provided communication for responses for the resolution of client-impacting issues and for the identification of action plans. Assesses incident criteria to determine if formal root cause analysis is needed. Collaborates with Technical resources to determine the root cause of an incident and provides a written incident report within the Client SLA/OLA delivery time. Provides problem management action plans within appropriate timescales; escalates as needed.
• Liaison with internal technical resources and provides technical feedback for communication to internal and external clients.
• Ensuring all change activities are appropriately planned, authorized and executed following relevant internal methods, processes, and procedures.
• Participated in the continual service improvement process by providing feedback concerning their role to enhance existing process and service.

Sr. Customer Service Associate(CSA)

Amazon

Aug 2016 - Aug 2018 (2 years 1 month)
• To ensure that the customers receive a friendly, professional and consistently high quality service and great customer contact experience through a variety of non-voice customer contact channels such as Email, Web/ Live Chat, Video, Social, Correspondence, etc. Objective is to deliver "Wow "experience and achieve best-in-class customer advocacy.
• Set and implemented the strategy for the development of the contact center to ensure that Spectra gains and maintains recognition for the quality of customer service.
• Acted as the Voice of the Customer, championing change and improvements to enhance the quality of customer interactions, ensuring quality assurance, compliance metrics are met across all non-voice interactions.
• Designed, implemented and executed end-to-end customer contact processes and their associated customer experience, supporting cross company initiatives to drive improvements, improve efficiency and reduce complaints.
• Positive attitude and willing to go the extra mile to help people
• Quick-thinking, willing to learn new things and fast learner, adaptable with a high standard for quality; able to multi-task and deliver on tight deadlines;
• Good ability to motivate, manage and drive partners.
• Excellent knowledge of MS - Office, Contact Centre Metrics including WFM.
• Contact Centre Technology; Knowledge of CRM and Billing.
• Always interested in and knowledgeable about latest trends and developments in customer experience and online space.
• Having Strong leadership and people management skills - work closely with Quality , Training , BE and across functions to drive synergy and customer delight (internal & external)
• Having Strong analytical capability - Root-cause analysis & fixes.
• Managed contact center technology for non-voice (in-house or partner) and ensure complete access to non-voice support for customers

-Customer Support.
-Concession Abuse ans Prevention Team.
-Risk analysis.

Business Development Executive,Digital Marketing Internship

wowkirana.com

Jan 2015 - Apr 2015 (4 months)
1) Design and implement direct email marketing campaigns
2) Proofread emails for clarity, grammar and spelling
3) Analyze campaign performance and suggest improvements
4) Report on sales revenue generated from email marketing efforts
5) Ensure emails follow industry policies and best practices
6) Understanding of data analytics to ensure better targeting.

Education

Savitribai Phule Pune University
Master of Business Administration - MBA

Savitribai Phule Pune University
BCA - Bachelor of Computer Application, Computer/Information Technology Administration
and Management

Licenses & Certifications

PL/SQL - Udemy
UC-X2D7KIHE

The Complete Digital Marketing - Udemy
UC-f310f449-ec12-45f1-a716-5668dd10c4f4

ITIL V4 - AXELOS Global Best Practice
GR671123555AS

LEAN MANAGEMENT - Simplilearn
1674372

Lean Six Sigma Green Belt Certification - International Association for Six Sigma
Certification
1760701

AWS Technical Essentials - Simplilearn
2089520

Skills

Microsoft Excel • SQL • Project Management • E-commerce • Marketing • Business Development • Market
Research • Marketing Strategy • Business Analysis • Competitive Analysis