Skill Sets

- ✓ Proficient in Excel, PowerPoint & Word
- ✓ Knowledge of SQL and multiple CRM tools (Zendesk, Freshdesk, Imantra, ServiceNow)
- ✓ Well versed in reporting using QC tools (Pivot table and charts)
- ✓ Ability to learn things quickly, adopt a new and dynamic environment to work on new projects/assignments.
- ✓ Effective communicator and stakeholder management. Good at lateral and analytical thinking.
- ✓ Data driven approach for new action plan implementation and improvement projects/assignments.
- ✓ Knowledge of ITIL Framework and Six Sigma methodologies
- ✓ Expert in RCA and CSAT/NPS improvements
- ✓ Working experience with JIRA and Confluence