YOGESH GOWDA

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**Summary**

Adept at streamlining business processes and enhancing customer satisfaction, my tenure at ACCENTURE showcased my ability to manage over 30 inquiries daily, leveraging decision-making and team collaboration skills. Specialized in technical support and incident management, I consistently exceeded SLAs, ensuring high-quality customer support and efficient problem resolution.

**Skills**

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| * Decision-making * Team collaboration * Customer response * Product knowledge * Incident management * Application support | * Customer support strategy * Technical support * Service log management * Application installations * Debugging |

**Experience**

**Business Process Delivery Associate**

ACCENTURE | BENGALURU | Aug 2023-Current

* Answering inquiries regarding policy coverage, benefits, claims.
* Assisting providers inunderstanding member's health plans**,** deductibles, copayments, and out-of-pocket costs.
* Maintained compliance with HIPAA regulations to protect sensitive customer information.
* Processed claims, authorizations, and eligibility verifications per insurance regulations and company policies.
* Coordinated with internal teams and healthcare providers to address escalated issues and ensure timely resolution.
* Strong problem-solving and communication skills, handling 30 + customer inquiries daily.

**Technical Support Specialist**

INFOSYS BPM | BENGALURU | Mar 2022-Jun 2023

* Responsible for creating and managing Google workspace accounts within the Google workspace admin.
* Controlled and managed user access by configuring and monitoring identity and access management settings.
* Implemented and managed security settings including password policies and two factor authentication.
* Configured and managed Gmail settings including spam filters, forwarding rules and email routing.
* Configured and managed settings related to Google drive including access permissions, sharing settings and storage quotas.
* Used exceptional planning and prioritization skills to manage and resolve high volumes of incident tickets

**Helpdesk Associate**

NTT DATA | BENGALURU | Oct 2019-Mar 2022

* Served as the first point of contact for customers seeking technical assistance via phone, chat, and email, ensuring prompt and efficient resolution of issues.
* Provided Core IT support, addressing clients worldwide, and demonstrated expertise in troubleshooting and configuring desktop hardware and peripherals.
* Worked collaboratively in a team environment, effectively communicating through chat systems such as Microsoft Teams and Skype.
* Utilized ServiceDesk Ticketing Tool – ServiceNow to create and manage tickets, ensuring adherence to SLAs.
* Demonstrated strong customer service skills, resolving issues within SLAs and providing accurate information on IT products and services.
* Recorded events and problems and their resolutions in logs, ensuring accurate documentation of support activities.

**Customer Support Representative**

BIG BASKET | BENGALURU | Nov 2018-Oct 2019

* Assisted customers with order placement, modifications, and cancellations via calls, emails, and chat.
* Processed refunds, returns, and replacements as per company policies.
* Provided information about products, promotions, and offers to customers.
* Ensured adherence to service level agreements (SLAs) and quality standards.
* Processed refunds, returns, and replacements as per company policies.

**Education and Training**

**Bachelor in Engineering: Electronics & Communication**

RAJARAJESWARI COLLEGE OF ENGINEERING | | BENGALURU | May 2017

**Languages**

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| **English**: First Language |

**Websites, Portfolios, Profiles**

* www.linkedin.com/in/yogesh-gowda-a464a0328