Akshay Kumar

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PROFESSIONAL SUMMARY

Dedicated and detail-oriented Subject Matter Expert with extensive experience in auditing Passenger Name Records (PNRs) for schedule changes, Special Service Requests (SSRs), and other critical processes. Skilled in analyzing and ensuring compliance with operational guidelines while maintaining the highest quality standards. Adept at preparing comprehensive quality reports to assess team performance and drive continuous improvement.

Proficient in assisting associates by resolving subject-related queries, providing expert guidance, and fostering a knowledge-driven work environment. Consistently recognized as a top-performing quality auditor, exceeding KRA targets and contributing to process enhancements. Strong ability to handle a high volume of audits while ensuring accuracy, efficiency, and adherence to company policies.

SKILLS

- Quality Check / Quality Assurance/ Quality Auditing
- Global Distribution System (GDS)
- Feedback
- Airline
- Data Analysis
- Subject Matter Expert
- SLA
- Excel

EXPERIENCE

Subject Matter Expert (SME)
Cognizant Technology Solutions, 2021 - Current

Core Responsibilities:
- Ensuring the accuracy and compliance of cases and Record Locators (PNRs) handled by agents.
- Auditing cases, with a focus on:
- Schedule changes.
- Special Service Requests (SSRs).
- Ensuring seamless operations for clients through meticulous auditing. Key Contributions:
- Delivering constructive feedback to agents to improve their performance.
- Refining processes to enhance service quality and efficiency.
- Maintaining a passion for delivering excellence in every task undertaken.
- Impact:
- Strengthened service quality through targeted process improvements.
- Contributed to agent skill enhancement through actionable feedback.

Key Responsibilities:
- Audit an average of 1800 cases/PNRs per month, ensuring 99%+ accuracy in compliance with industry and organizational standards.
- Identify errors and provide detailed, actionable feedback to agents for continuous performance improvement.

- Analyze performance data and trends to recommend enhancements to processes, reducing errors and increasing efficiency.
- Document and communicate audit findings and insights to stakeholders to maintain high-quality standards.
- Align quality assurance efforts with organizational objectives to drive excellence in service delivery.

Senior Customer Support

Sykes India Pvt Ltd, 2020 - 2021

- Delivered prompt and accurate real-time support to customers through emails and chats, ensuring a seamless experience and providing
- insights into new features and functionalities. Methodically documented and tracked customer queries, solutions, and updates in internal
- databases, fostering efficient collaboration across cross-functional teams. Proactively monitored and addressed customer complaints on social
- media, enhancing overall functionality and efficiency. Conducted thorough analysis of product malfunctions through rigorous scenario testing.
- Responded swiftly and directly to customer inquiries, contributing to consistently high customer satisfaction ratings.

Customer Care Executive

Teleperformance, 2019 - 2020

Specialized in providing dedicated support to Amazon sellers, addressing and resolving intricate challenges related to their seller accounts.

Proficient in handling complex issues communicated through email channels, ensuring swift and effective solutions for optimal seller satisfaction.

Associate

Tech Mahindra, 2018 - 2019

- Adept at swiftly resolving customer queries and issues, I take decisive actions and meticulously track claims to ensure timely resolution. My
- commitment to excellence is reflected in an outstanding 93% customer satisfaction rating, surpassing the process average by 18%. Handling a
- daily volume of 50+ queries, I engage in diverse responsibilities such as onboarding new customers, retrieving crucial data, presenting product
- information, and efficiently managing service cancellations. I seamlessly collaborate with cross-functional teams, ensuring orders are processed
- seamlessly and contributing to an environment of exceptional customer service.

EDUCATION

Bachelor of Technology (B. Tech)
Anurag College of Engineering, Hyderabad, India, Mar 2018

Intermediate M.P.C
Board of Secondary Education, Telangana (BSET), Hyderabad, India, May 2014

LANGUAGE

Telugu	**English**	**Hindi**
Proficient (C2)	Advanced (C1)	Proficient (C2)

ACHIEVEMENTS

Career Progression
- Promoted from Process Executive to Senior Process Executive within 3 months due to outstanding performance and quick mastery of key processes.
- Promoted to Subject Matter Expert (SME) - Quality within 1 year, demonstrating strong commitment to excellence, leadership, and continuous improvement.

CERTIFICATION

- Microsoft Excel - Data Visualization, Excel charts & Graphs