

RITIKA PANDEY

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SUMMARY

Experienced Information Technology professional with a proven track record in customer support, technical support, and supply chain management. Skilled in leading teams, conducting training sessions, and streamlining processes to enhance efficiency and customer satisfaction. Adept at troubleshooting, incident management, and providing desktop support, with a strong background in networking and application testing. Demonstrates excellent communication, leadership, and analytical skills. Committed to achieving performance metrics and driving business growth through effective problem-solving and strategic initiatives. Seeking to leverage expertise in a challenging role within a dynamic and innovative organization.

CORE COMPETENCIES

- Customer Support
- Technical Support
- Supply Chain Management
- Team Leadership
- Training and Mentorship
- Process Improvement
- Incident Management
- Networking and Application Testing
- Cross-functional Collaboration
- Sales and Upselling
- Data Analysis
- Root Cause Analysis
- Project Management
- Client Relationship Management

WORK EXPERIENCE

HCL TECHNOLOGIES

Mumbai, India

Senior Support Engineer

- Led support operations to ensure the timely resolution of technical issues, resulting in a 20% decrease in average resolution time.
- Streamlined support processes to enhance efficiency, resulting in a 25% improvement in ticket handling capacity.
- Collaborated with cross-functional teams to address complex issues, ensuring a seamless and coordinated approach to problem-solving.
- Implemented quality control measures to maintain high standards of service delivery, achieving a 98% SLA compliance rate.
- Utilized data analysis to identify trends and areas for improvement, leading to the development of proactive support strategies.
- Handled escalations and high-priority tickets, providing effective resolutions, and maintaining client trust and satisfaction.

AMAZON INDIA PVT LTD

Pune, India

Customer Support Associate

- Provided technical support and customer service to UK Amazon customers, achieving a customer satisfaction rate of 95%.
- Assisted the supply chain operations, leading to a 30% improvement in delivery efficiency.
- Led the operations team in organizing workshops and fun fair events, fostering team cohesion and engagement.
- Conducted seminars on the future of supply chain management, educating over 200 team members and stakeholders.
- Motivated and mentored the team, resulting in a 20% increase in meeting performance metrics.
- Streamlined delivery processes by working closely with the logistics team, reducing delivery times by 15%.
- Handled exceptions and performed DART operations, ensuring smooth and efficient operations.
- Provided email and chat support to UK customers, effectively handling customer feedback, and resolving queries, reducing response times by 20%.
- Handled customer feedback, resolving complex issues and maintaining high customer satisfaction levels.

TECH MAHINDRA (VERIZON FIOS -USA)

Pune, India

Customer Service Representative

- Assisted customers with purchasing decisions, leveraging product expertise to provide tailored recommendations, resulting in a significant increase in sales conversions.
- Provided technical support to customers experiencing issues, achieving a high first-time resolution rate.
- Conducted troubleshooting sessions, identifying and resolving technical problems efficiently, leading to a notable reduction in repeat calls.
- Implemented upselling strategies during customer interactions, contributing to a considerable increase in average revenue per customer.
- Conducted after-sales follow-up, enhancing customer experience and satisfaction, as evidenced by a rise in positive feedback scores.
- Served as a voice coach, training new employees on effective communication techniques, improving overall team performance.

INFOSYS BPM LTD

Pune, India

Senior Technical Process Executive

- Managed Source to Pay Operations using the ServiceNow Cloud ticketing tool, consistently resolving tickets within the SLA.
- Prioritized and resolved P1 tickets, ensuring critical issues were addressed promptly, leading to a reduction in ticket resolution time.
- Escalated tickets when issues were out of scope, maintaining effective communication with higher-level support teams to ensure timely solutions.
- Maintained SLA compliance consistently, achieving a high on-time resolution rate.
- Collaborated with cross-functional teams to address complex issues, ensuring seamless coordination and improved problem-solving efficiency.
- Implemented process improvements, leading to an increase in operational efficiency and a reduction in ticket backlog.

WIPRO TECHNOLOGIES (CLIENT: FRIESLANDCAMPINA)

Pune, India

Administrator

- Provided desktop support and troubleshooting for SharePoint and Outlook applications, achieving a high first-time resolution rate.
- Managed incident tickets, ensuring timely resolution and maintaining SLA compliance with a strong on-time resolution rate.
- Handled incident management, prioritizing and escalating critical issues to minimize downtime and impact on client operations.
- Resolved technical issues related to SharePoint and Outlook applications, improving system reliability and user satisfaction.
- Conducted root cause analysis to identify recurring issues and implement long-term solutions, leading to a reduction in incident recurrence.

CORE INTEGRA

Pune, India

Project: TCSION

Operation Executive

- Managed networking and testing applications, ensuring seamless project execution and system reliability.
- Identified and reviewed test scenarios and test cases, leading to an improvement in testing efficiency and accuracy.
- Executed test cases and documented results, contributing to the successful deployment of TCSION project components.
- Led and assisted new team members, providing training and mentorship to enhance their technical skills and integration into the team.
- Developed strong relationships with clients, generating repeat business and achieving project goals.
- Utilized analytical and problem-solving skills to address technical challenges, ensuring high-quality deliverables and client satisfaction.

EXTRA-CURRICULAR ACTIVITIES

- Student Leader at the 2nd Indian Student Parliament held at MIT Pune
- Award Winner in multiple debate competitions
- IEEE Level Paper Presentation participant at MIT Pune
- Essay Writing Competition Winner at Sinhgad College of Engineering, Vadgaon Pune
- Workshop Coordinator for an ethical hacking and information security workshop conducted by Kyron Digital Securities in association with IIT Kharagpur
- Published Author of the book "Love Struck on Mars" on Amazon.
- Blogger at www.meri-udaan.com, sharing thoughts and experiences

EDUCATION

BACHELOR OF ENGINEERING (B.E.)

Pune, India

TCOER, Pune University

2013

SENIOR SECONDARY (XII)

Pune, India

Army Public School, CBSE

2009

SECONDARY (X)

Pune, India

Army Public School, CBSE

2007

ADDITIONAL DETAILS

Languages: English, Hindi and Marathi

Technical Skills: ServiceNow, Cloud Ticketing Tools, SharePoint, Outlook, Networking, Application Testing

Interests: Blogging, Listening to Music, Reading, Writing