



Lavanya Ravi



EXPERIENCE

Senior Associate - Technical Support Consultant Sutherland Global Services - Chennai
02/2017 - 08/2024

- Rapidly identified and corrected system faults to minimize operational downtime of executions
- Maintained statistical database of customers using CRM for types of customer complaints, resolutions offered by organizations, and satisfaction rating by customer.
- Trained and supported new team members, maintaining culture of collaboration.
- Actively participated in organizational development initiatives like workshops or seminars, contributing valuable insights based on experience.
- Championed best practices in quality assurance, consistently delivering error-free work products that exceeded client expectations.
- Installed and set up applications for clients, including anti-virus software and Microsoft Office.
- Reviewed work of junior associates, identified knowledge gaps, corrected mistakes and recommended changes to prevent future mistakes and improve performance.

Process Associate Aagna Global Solutions - Chennai
07/2014 - 08/2015

- Managed multiple tasks simultaneously, ensuring timely completion of all assignments.
- Communicated effectively with colleagues and supervisors to resolve issues promptly and accurately.
- Participated in regular team meetings, contributing valuable insights toward process enhancements.
- Handled high volumes of incoming work requests professionally while maintaining excellent organization.
- Reduced errors in data entry by maintaining strict attention to detail and thoroughness.



EDUCATION

Electronics and Communication Engineering
Global Institute of Engineering And Technology - Vellore, TN, 2013



ACCOMPLISHMENTS

- Received "Employee of the Year Award" in 2019 for recognition of achieving the 98% Resolution target.



LANGUAGES

English: C1
Advanced

CONTACT



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SUMMARY

Experienced and dedicated Senior Technical Support Engineer with 7 years of expertise in providing top-tier technical assistance and solutions for products. Proficient in diagnosing, troubleshooting, and resolving complex issues. Skilled in customer support, system administration, and network management. Adept at leading support teams, implementing efficient support processes, and ensuring high customer satisfaction. Strong communicator with a track record of collaborating effectively with cross-functional teams to drive continuous improvement and deliver exceptional technical support.

SKILLS

- Client Engagement
- Customer Service
- Team Leadership
- Complex problem-Solving
- Attention to Detail
- Training and mentoring
- Team Supervision
- Performance monitoring
- Problem analysis