**Robert Willam**

 Address :

 #240, ITC Road, Indra Street

 Kammanahalli,

 Bangalore – 560033

 E mail Address: robyfranco007@gmail.com

 Mobile Number: +91-9113273816

**OBJECTIVE**

I desire an assignment that will offer me opportunities of growth and learning in a challenging and supportive work environment where I can leverage my present skills while adding newer ones with a constant aim of achieving the goals and aspirations of the company and myself.

**WORK EXPERIENCE**

 **1. First Advantage**

Worked for the Job Role of **Operation Analyst**[05/2015 to 03/2016]

Job Responsibilities Include:

* Excellent working experience on NCRF (National Criminal Record File) process.
* Analyze root cause, identify known issues or workarounds, and document resolutions.
* Monitoring the status and progress towards resolution of assigned Incidents.
* Review, update & report applicant's case history on court dockets on tools.
* Proficient in the field of adjudicating and reporting to clients.
* Adding value to the services provided for different products offered related to clients needs.

 **2. Jiiws India Pvt Ltd**

Worked for the Job Role of **Sr. Technical Support** [06/2016 to 08/2023]

Job Responsibilities Include:

* Joined initially as a Lead Generation Associate, later upskilled myself to an Advisor role in Technical Support and existed as a Sr. Technical Support agent.
* Provided on-call support for critical/advanced troubleshooting issues related to product maintenance.
* Handling Business Clients Technical requests via ticketing system.
* Upskilled by self learning to maintain the technological understanding of product and service information to offer the best knowledgeable and educated resolution to diverse End User's queries.
* Handled average of 40 calls in an advisor role and later within a tenure of 2yrs was upskilled to move into an Email Support role as a Sr. Technical Support agent for a pilot process in a semi voice role which includes of handling Calls, Email & chat.
* Provided new insights for our internal Knowledge & Resolution database for a better troubleshooting resolution tree to evaluate technical and resolve customer's product issues while leveraging personal expertise to find appropriate solutions.
* Resolve technical issues with Outlook, Mail, Distribution groups.
* Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns while maintaining FCR metrics and all KPI related metrics as together.
* Escalating the process as necessary per established escalation policies.
* Responsibilities also include managing and serving multiple remote sites and remote employees.
* Hands on experience with the fulfillment of Service Requests, effectively document incident/request management and resolution.

**STRENGTHS**

* Good Customer interaction skills
* Adaptability to sudden changes or needs and manage stressful situations.
* Fast learner and open for changes.
* Good Computing skills and knowledge on basic troubleshooting on Tech related issues.

 **EDUCATIONAL QUALIFICATIONS**

* B.COM. : National Virtual University for Peace and Education :Passed out in 2014
* II P.U.C. : Government Pre-University College :Passed out in 2011
* S.S.L.C : St Aloysius High School :Passed out in 2008

**HOBBIES**

* Music & Movies.
* Travel.
* Learning, watching and reading on Infotainment Contents.
* Web3 technologies, including Ethereum, Solidity, and smart contracts
* Knowledge on Crypto/NFT Market and also with Self Learnt hands-on practice/experience on Crypto/NFT trading & exchange platforms.

**PERSONAL DETAIL**

Name : Robert William

Date of Birth : 19/10/1992

Nationality : Indian

Marital Status : Single

Languages : English, Tamil, Kannada, Nagamese, Hindi

Religion : Christian

Father’s Name : William Francies

Mother’s Name : Magaret

**DECLARATION**

 I hereby declare that the information furnished above is true to the best of my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Place:**Bangalore **Signature:**