

# MANISH T K



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Bengaluru, Karnataka 560100

## 🚀 SKILLS

Microsoft Excel • Customer Service •  
Sales Operations • Quality Assurance •  
Technical Support • Data Analysis •  
Google Sheets • Financial Analysis •  
Financial Reporting • Data Analytics -  
Artificial intelligence

## 🗂 LANGUAGES

English Hindi Kannada Tulu

## 🎯 OBJECTIVE

Seeking a career opportunity to utilize my skills and provide a significant contribution to the success of my employer effectively. Willingness to work hard in a challenging environment with a purpose of growth, knowledge and creativity in order to achieve organizational goals with my 6+years of professional experience.

## 📁 EXPERIENCE

### Conversation Experience Analyst

June 2022 - Present

Interface.ai

- Collaborated with team members to achieve target results.
- Conducted research, gathered information from multiple sources and presented results.
- Analyse Data and identify the opportunity for new and optimized results.
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
- Prepared variety of different written communications, reports and documents.
- Exceeded goals through effective task prioritization and great work ethic.
- Report bugs and errors to the product Team.

### Operations Specialist - Customer Support Specialist

Home credit India

Nov 2020 - June 2022

- Chat process experience regarding financial products
- Handling customer queries in a chat and providing the resolution to customer in the live chat itself or taking request for resolution from concerned team.
- Collecting customer feedback and making process changes to exceed customer satisfaction goals.
- Devised work around solutions for personal loan application-related issues,

## **Process Administrator      Aug 2020 - Oct 2020**

Diya Systems

- Providing prompt support via tickets or live chat for international we
- Chat Process.
- Troubleshooting a variety of technical and non-technical issues whic
- having with their web hosting plans and services.
- Proficient using control panel, WHM (web hosting manager), FTP do
- management and other hosting related tasks.
- Excellent written communication skills in English.
- Outstanding customer service skills in any situation.
- Ability to troubleshoot a variety of hosting issues.

## **Senior Process Associate      Feb 2020 - Aug 2020**

Altruist Technologies Pvt Ltd

Management shifted from HGS to Altruist- 1.5 year's total experience

## **Senior Executive      May 2019 - Feb 2020**

Hinduja Global Solutions

Providing Technical and non-technical support to Customer

- Receiving Incoming calls to provide support by troubleshooting and inquiries.
- Excellent communicator, capable of explaining complex technical is
- ensuring timely resolution of problems.
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- ensuring timely resolution of problems.

## **Quality Head      Oct 2014 - Oct 2017**

Advaith Motors Pvt Ltd

Responsible for quality inspection across nine branches of Dealer Hea

Provided product sales and service support for the South Central Zone



## **EDUCATION**

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### **BE in Mechanical**

Vivekananda College of Engineering and Technology

### **Pre University College**

Sri Ramakrishna College

### **SSLC**

Sri Ramakrishna High School



## **ACHIEVEMENTS & AWARDS**

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Best Dealer for customer Awareness of the JCB Livelink Product and s  
Mangalore. Jul 2016 Large number of customer Awareness and servic  
central zone India. This was held in JCB Annual Meet in Mangalore on  
provided yield results - HGS India pvt ltd Aug 2019 Associate certified  
India pvt ltd Employee of the month July 2020 ,Best performer July mc  
Ltd Best performer for CSAT and FCR Apr 2021 -Home Credit India