CURRICULUM VITAE

Kalaiarashi Shetty

Kalaiarashishetty@gmail.com

JOB OBJECTIVE:-

To be a part of successful organization and contribute positively towards the growth of the organization by producing quality work satisfaction through my knowledge to further explore my skills the use of my organization.

CAREER OBJECTIVE:-

Dedicated and adaptable professional with a proven ability to contribute to team success through strong organizational, communication, and problem-solving skills. Brings a solid foundation in Quality Auditor and customer service Known for a proactive mindset, attention to detail, and a commitment to continuous improvement. Eager to apply experience and drive in a challenging and growth-oriented environment.

WORKING EXPERIENCE:-

• October 2021 to May 2025

Quality Auditor at Smart Shift Logistics Pvt Ltd (Porter), Mumbai (Remote)

Responsibility :

• Conduct daily audits of agent calls to evaluate adherence to quality standards, communication protocols, and company policies.

• Identify key issues impacting call quality, such as script deviations, compliance gaps, and customer handling errors.

• Analyze call recordings to assess agent performance in areas like tone, accuracy, problem resolution, and regulatory compliance.

• Document audit findings and categorize issues to provide clear feedback for agents and supervisors.

• Track trends in call quality issues and recommend process improvements to enhance overall customer experience.

• Conduct weekly feedback meetings with agents to review audit findings and discuss areas for improvement.

• Provide constructive, actionable feedback aimed at enhancing individual and team quality scores.

▪ Collaborate with agents to set achievable performance goals and monitor progress over time.

• Use data from quality audits to identify training needs and recommend targeted coaching sessions.

• Foster a culture of continuous improvement by encouraging open communication and accountability during feedback sessions.

November 2019 to September 2021

Customer care Executive (Inbound and out bound) at Smart Shift Logistics Pvt Ltd (Porter), Mumbai

Responsibility :

• Handle inbound customer calls promptly, providing accurate information, resolving queries, manual allocation of the order placed by the customer and addressing complaints to ensure high customer satisfaction.

• Make outbound calls to follow up on customer inquiries, promote products or services, and conduct customer surveys or feedback collection.

• Maintain a thorough understanding of company products, services, policies, and procedures to effectively assist customers.

• Identify customer needs, recommend suitable products or solutions, and upsell or cross-sell when appropriate.

• Escalate complex issues to the appropriate departments while ensuring timely follow-up and resolution.

• Meet or exceed key performance indicators (KPIs) such as call handling time, first call resolution, and customer satisfaction scores.

• Collaborate with team members and other departments to improve processes and enhance the customer experience.

• Follow scripts and call flow processes while maintaining a friendly and professional tone.

Worked in Europ Assistant (Royal Enfield)

(Jan 2017 to April 2019)

As a Customer Support

Responsibility

• Handle inbound customer calls promptly, providing accurate information, resolving queries, and addressing complaints to ensure high customer satisfaction.

• Make outbound calls to follow up on customer inquiries, promote products or services, and conduct customer surveys or feedback collection.

• Maintain a thorough understanding of company products, services, policies, and procedures to effectively assist customers.

• Identify customer needs, recommend suitable products or solutions, and upsell or cross-sell when appropriate.

• Escalate complex issues to the appropriate departments while ensuring timely follow-up and resolution.

Worked in Meru Cabs Jan 2016 to Dec 2017

As a Customer Support (Part time)

Responsibility

• Handle inbound customer calls promptly, providing accurate information, resolving queries, and addressing complaints to ensure high customer satisfaction.

• Maintain a thorough understanding of company products, services, policies, and procedures to effectively assist customers.

• Identify customer needs, recommend suitable products or solutions, and upsell or cross-sell when appropriate.

PROFESSIONAL QULIFICATION:-

- Basic Knowledge in Computer Application
- Ms Office: - Ms Word, Ms Excel, Ms Power Point etc.

EDUCATIONAL QULIFICATION:-

SSC passed from Maharashtra Board

HSC passed from Maharashtra Board

B.B.I passed from Mumbai University

PERSONAL DETAILS:-

Nationality	: Indian
Gender	: Female
Father Name	: Mr.Pushpanathan Shetty
Address	: Room.no.C-157, Ambojiwadi, Azad Nagar, Malwani
Contact no.	: +91-7738531437
E-mail	: kalaiarashishetty@gmail.com
LANGUAGE KNOWN	: Speaking & Writing : English, Tamil , Hindi & Marathi

STRENGTHS:-

- Positive attitude
- Punctuality
- Hard working

I do hereby declare that all the above information furnished by me is true and correct with best of my knowledge. Kindly consider my candidature and give me a chance to serve your fast growing organization.

Date:

Place:

(Kalaiarashi Shetty)