Jasbir Kaur

Phone: +91 -9205130884 | **E-mail:**jasbirkaur11@gmail.com
Address: House Number 3136, Sector 15D, Chandigarh-160015
LinkedIn: in.linkedin.com/pub/jasbir-kaur/2b/320/a15

I am a consistent, hardworking, multi-tasking and highly motivated person. I am looking to improve my position in the workforce, expand my knowledge and skills. I am also looking to establish long term employment in a friendly environment. My goal is to collaborate with the team and further enhance the company's success and reputation.

Analyst

Experience

Eclerx Service Limited, Chandigarh

Oct, 2017 – Jan, 20

Responsibilities:

- **Site Search -** Analyze website internal search (site search) & testing website on continuous basis for maintaining website quality and customer experience.
- **IBM Core Metrics (Digital Analytics)** - Analyzing Insights and customer behavior using digital analytics tool. Worked on Core Metrics to study the user experience on the websites, It helps in fetching reports with several needed metrics such as Sessions, Sales, bounce rate and revenue.
- **MIS Reporting** - Preparation of excel dashboards, weekly decks, QBR decks and other reports for senior management and client.
- **Opinion Lab** - Analyze customer initiated - feedback comments. OL tool gives direct visibility to the actual customer experience and helps clearly understand and immediately address any issue like Customer was unable to find the product, price issue, filter was not available and many more.
- **Keyword Analysis -** Analyzing different set of keywords such as keywords, which are top, searched, keywords, which give null results, or keywords, which are not converting into revenue or have higher exit rates. And, needed recommendations are provided to make customer experience better and turning sessions into revenue such as – Boost/Bury, Keyword mapping, Hijack, etc.
- **Issue Tracker -** Highlighting opportunities to improve conversion rates and other Key performance indicators and provide required recommendation. Continually update of various issues found on client website that helps client to improve customer experience.
- **Relevancy and Precision -** For any information retrieval system, a major challenge is to provide the most relevant and meaningful search results to the user. These metrics are used to determine the effectiveness of a retrieval system and they help in measuring the performance of a website's search system.

| Feb, 2016 – Oct, 2017 | **Work Load Manager** |
| | IBM India Private Limited, Gurgaon |

Responsibilities:

- **Queue Monitoring** - Monitor account- ticketing system (**Service Now)** for new tickets and create work orders. Monitor all open tickets for those that are at risk or going out of SLA and assign for handling.

- **Workload Management** - Review the ticket description and segment the work orders into the various buckets (e.g. Rhythm and Blues) based on complexity.
  Assign high-severity work orders to Blues for immediate attention. Take work orders of a like nature from a bucket and batch them into a block or work, assigning them to specific SAs. During on-shift hours take calls to the on-call hot pager, create work orders, assign, and notify the assigned SA. Check for SLA and make sure all the tickets, changes, tasks are completed before SLA.

- **Performance Management** - Pull daily measurements for tracking performance and quality of the Pool. Update the visual performance board(s) for the team and report to the team issues of concern within the daily cadence

- **Problem Management** - Tracking all repeated incidents, Creation and tracking all major incident's RCA.

- **Reporting** - WSR (Weekly Status Review), MSR (Monthly Status Review), Pending Ticket Analysis, Problem Management (Trend Analysis), Ticket Backlog, Aging Tickets, Analyzing non-ticketing work, Huddle meeting Analysis Reporting etc.

Education

- **Incident Management** - Making sure all P1's and P2's which are handled by Major Incident Mgt. team (Communication email's, Timely updates to management, Closure update) Chasing and making sure all updates are tracked on ITSM tool (Remedy), Tracking all reports.

Apr, 2004 - Mar,2005
Secondary School, GHS Sector 47 A, Chandigarh

Percentage: 58.6

- **Audit & Quality** - Providing all documentation, analyzing Internal & external Audits for all team members. Conducting Ticket Quality Reviews and publishing reports for process improvement.

Apr, 2006 - Mar, 2007
Senior Secondary School, GMSSS Sector 33 Chandigarh (CBSE)
                            Percentage: 84.8

Jul, 2007- Jun, 2010   **Bachelor of Computer Applications(BCA)**, Kurukshetra University

Percentage: 62.58

Jul, 2010- Jun, 2013   **Master of Computer Applications (MCA),** Thapar University, Patiala
Percentage: 67.4

Technical Skills

IBM Digital Analytics, MS-Office, Adobe Photoshop, Adobe Lightroom, Adobe Dreamweaver, Adobe Spark, Service Now, Visual Basic, HTML, CSS

Training

Storytelling for Social Media using Adobe Spark Video

Successfully completed and received certificate, awarded by Lynda.com in May'2019.

Big Data Foundation

Successfully completed, received a passing score, and was awarded a Cognitive Class certification of Completion in Big data 101 on 15th Aug, 2017.

Miracle Studios Pvt. Ltd | http://www.miraclestudios.in/

Tower D, Third Floor DLF Building, IT Park, Chandigarh

Web Designer Trainee | From Jan'2013 to May'2013

- Designed "Edit Profile" page for redfoodie.com
- Designed banners for miraclestudios.in and boxmywish.com
- Designed web banner ads for packmywish.com
- Software: Adobe Photoshop, Dreamweaver | Languages: HTML, CSS

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned.

Jasbir Kaur