

SUNEESHA S

Transcriptionist and Proofreader

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Bengaluru , Karnataka

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EXPERIENCE

Freelance Transcriptionist

Transcribersnet, Crescendo Transcription and Datagain

Apr 2014 - Present

Remote

- Proofreading services for Datagain, a New Jersey-based company serving clients such as Baystate Health, Cincinnati Children's, CSX, and more.
- Proficiently handled transcription tasks for a range of subjects and languages including transcription tasks for range of languages like English, Hindi, Kannada, Malayalam, and Tamil.
- General transcription work, including podcasts, market research, and interviews with professionals (teachers and doctors) among other subjects.

Senior Audit Executive

Bharti Airtel Ltd

Jan 2009 - Jul 2011

Greater Bangalore Area, India

- Conducted call audits at a prepaid call center, evaluating them against predefined parameters set by the auditing department, and subsequently delivering feedback to the client company.
- Orchestrated calibration sessions with partner organizations to ensure alignment and consistency in service delivery.
- Analyzed customer and organizational needs, contributing innovative suggestions to enhance product functionality and overall business operations.

Senior Corporate Executive

Bharti Airtel Ltd

Jan 2006 - Dec 2009

Greater Bangalore Area, , India

- Appointed as the Nodal and Appellate Officer for prepaid customers, serving as the highest level of escalation contact.
- Managed the escalation department, overseeing issues escalated by customers to supervisors, guaranteeing resolution and customer satisfaction.
- Successfully resolved customer complaints and requests submitted encompassing billing, network, and value-added service concerns.

Senior Corporate Customer Service Executive

Reliance Infocomm Limited

Feb 2004 - Dec 2005

Greater Bangalore Area, India

- Engaged with corporate clients to fully comprehend escalated complaints, allocating tasks within the organization to achieve timely resolution.
- Coordinated meetings with account managers to ensure seamless fulfillment of customer requirements.
- Maintained and managed static filters related to the Karnataka circle.

E- Consultant

M/s Iseva Private Limited

Apr 2003 - Jan 2004

Greater Bangalore Area, India

- Effectively addressed customer complaints and inquiries related to internet connections, providing prompt solutions via phone support.
- Submitted daily reports to management for performance evaluation.

HOBBIES



Reading, Listening to Music

Passionate about reading fiction from all genres



Story telling

Have written short stories for Terribly Tiny Tales which is a platform for writers

PROFILE

"Dynamic freelancer with 7 years of experience in transcription and proofreading. Proven ability to deliver high quality work on time with expertise in multiple Indian Languages. "

EDUCATION

Bachelor of Commerce

Bangalore University

Jul 2000 - May 2003 Bangalore, Karnataka

Pre University College

Seshadripuram Composite College

Jun 1998 - Jun 2000 Bangalore , Karnataka

TECHNICAL STRENGTH

Editing and Proof Reading

Micorsoft Office

Zoom and Google Meet

Typing speed of 45 wpm

Windows Applications



MOST PROUD OF



Best Employee Reliance

Honored as the top-performing employee and received a certificate of recognition from the Vice President of Reliance Infocomm Limited



Deliver Resolutions on Time

Received multiple commendatory emails from clientele in recognition of consistently delivering comprehensive end-to-end issue resolution

STRENGTHS

Hard-working (18/24)

Persuasive

Motivator & Leader

Research

Excellent Grammar

Organization

Strong Attention to detail

LANGUAGES

English

Kannada

Malayalam

Tamil

Hindi

