

# Ravi Kirthy

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## PROFESSIONAL SUMMARY

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**Accomplished Technical Support Representative** recognised for exceptional performance and customer service excellence. Utilised Salesforce CRM to streamline support processes, earning "Performer of the Month" for three straight months delivering an overall customer satisfaction of over 95 per cent.. Expert in technical troubleshooting, reducing resolution times by 40%. Thrives in high-pressure situations, consistently enhancing client experiences and driving customer loyalty.

## PROFESSIONAL EXPERIENCE

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### Castle Craig Hospital

*Admissions Case Manager*

WEST LINTON, UNITED KINGDOM

*Sep 2022 – Present*

As a Case Manager at Castle Craig Hospital, I streamlined the admissions process, enhancing patient care and operational efficiency. Leveraging digital communication and data-driven strategies, I developed approaches that resonated with prospective patients and families. My comprehensive case management consistently exceeded benchmarks, optimising treatment outcomes and facility utilisation.

- Spearheaded comprehensive case management strategies, expertly guiding prospective patients through the admissions journey, resulting in an increase in successful admissions and a 95% patient satisfaction rate.
- Developed and executed targeted communication strategies with healthcare providers and families, analysed data on KIPU CRM enhancing information flow and reducing admission blockers by 35%.
- Optimised bed occupancy through strategic booking and arrival management, increasing facility utilisation by 20% and streamlining the admissions process.
- Leveraged KPU CRM and MS Teams to maintain meticulous records and reports, improving data accuracy by 50% and facilitating more informed decision-making across departments.

### My Need To Live CIC

*Digital Communications Manager*

PLYMOUTH, UNITED KINGDOM

*Jan 2022 – Aug 2022*

- Managed comprehensive customer communication strategies using Mailchimp, creating targeted newsletter campaigns that increased customer engagement by 30% and improved satisfaction rates.
- Utilised advanced CRM systems to track and resolve customer technical issues, resulting in a 35% reduction in average resolution time and a 95% customer satisfaction rate.
- Developed and maintained comprehensive knowledge bases using tools like Microsoft SharePoint, improving team efficiency and reducing recurring technical queries by 40%.
- Collaborated with product development teams to relay customer feedback and technical issues, contributing to a 15% decrease in reported bugs and a 30% improvement in overall product performance.

### Co-op UK

*Customer Services Advisor (Part-Time)*

PLYMOUTH, UNITED KINGDOM

*Sep 2020 – Dec 2021*

- Demonstrated genuine care for customers and members by actively listening to their needs and providing tailored solutions, fostering long-term relationships and enhancing overall customer satisfaction.
- Leveraged excellent interpersonal skills to build positive relationships with both customers and colleagues, creating a supportive and collaborative environment that improved team efficiency and customer service quality.
- Exhibited a positive approach to change and problem-solving, adapting quickly to new procedures and creatively addressing diverse customer issues, resulting in improved resolution times and customer feedback.

### Unisys India

*Senior Technical Support Representative*

BENGALURU, INDIA

*Nov 2018 – Mar 2019*

- Administered on-call customer support for critical issues
- Administered on-call customer support, swiftly resolving critical issues and ensuring seamless operations.
- Collaborated closely with team members, surpassing customer service benchmarks and achieving record-breaking quality results.
- Consistently exhibited professionalism and courtesy, enhancing customer satisfaction and trust.

- Enthusiastically led job-related training events, driving team development and operational excellence.

## **Concentrix India**

BENGALURU, INDIA

*Technical Support Advisor*

*Dec 2017 – Aug 2018*

- Achieved recognition as the most effective entry-level advisor, earning "Performer of the Month" for three consecutive months by leveraging Salesforce CRM to streamline client interactions.
- Maintained impeccable records of client issues using Salesforce CRM, ensuring accurate and efficient resolution tracking.
- Administered high-quality customer service to a diverse, international clientele, effectively managing and resolving issues through Salesforce CRM.
- Consistently maintained a customer satisfaction rate of over 90% by delivering exceptional service and promptly addressing client concerns

### **Technical Skills:**

- **Customer Relationship Management (CRM) Tools:** Salesforce, KIPU CRM, Google Data Studio
- **Help Desk & Ticketing Systems:** Zendesk, Freshdesk, Jira Service Desk, Salesforce
- **Remote Support Tools:** TeamViewer, LogMeIn, AnyDesk
- **Troubleshooting & Diagnostics Tools:** Wireshark, SolarWinds, Nagios
- **Operating Systems:** Windows, macOS
- **Microsoft Office Suite** (Word, Excel, PowerPoint, Outlook, Visio), Google Workspace
- **Communication Tools:** Microsoft Teams, Zoom

## **EDUCATION**

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### **Cardiff Metropolitan University**

*Sep 2019 - Oct 2021*

*MBA in Project Management, Grade Obtained: 2:1*

[Cardiff Met Award 2020](#)

### **KNS Institute of Technology**

*Jun 2013 - May 2017*

*Bachelors in Technology, Computer Science. Grade Obtained: 2:2*

**INTERESTS:** hiking, [Grade 4 ABRSM pianist](#), writer, poet.

*References Available on Request*