

Abinaya R - 1759398

Analytical and detail-oriented professional with 5.3 years of experience in Support Analyst, highly organized and focused, seeking to transition into an IT role. A Computer Science graduate with a strong passion for programming and developing user-friendly solutions. Committed to continuous learning and growth in the tech industry.

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📍 Chennai, India

WORK EXPERIENCE-TCS

Complex Billing Disputes

TELSTRA 01/2020 – 03/2025

Roles and Responsibilities

Troubleshooting and solving complex technical issues and provide recommendations and assistance for resolution.

Connecting with clients on regular basis regarding the overall performance and improvement ideas related to the process.

Advise on best practices for clearing tickets and technical issues at client end.

Conducting one on one sessions in team for low performers on monthly basis and understanding, guiding them to improve their performance.

Staying updated on the process and update the same to team members on regular basis. Also, cross trained in multiple other queues and supporting internal queues whenever required/called upon.

Assist in project planning, execution, monitoring and solving issues the customer is facing related to our services. Inflight clearing, commissioning, improving the process were my responsibility area.

Communication with clients and customers regarding their complex issues facing from their end on our services and guiding, solving and providing relevant resolution to avoid those issues in future.

Managing Customer/client Complaints and Escalation to ensure overall satisfaction by providing the best possible resolution.

Using Macros and Automation to work on providing the large financial credits and debits to the customer related to relevant dispute. I've had excellent track order over the months maintaining the consistency in all of my responsibility areas.

EDUCATION

Bachelor of Computer Application

SASTRA University

06/2016 - 05/2019 – 7.0 CGPA

Higher Secondary (HSC)

St. Joseph Girls Higher Secondary School

06/2014 - 05/2016 – 82%

SKILLS

- HTML, CSS & JS
- ReactJS
- SQL

TOOLS

- VS code
- Salesforce
- ServiceNow
- Microsoft Suite

PROJECT

Personal Portfolio Website

Developed a fully responsive portfolio using HTML, CSS, and JavaScript to showcase skills and projects.

Responsive design for desktop, tablet, and mobile screens.

Site: <https://abinaya-r-portfolio.netlify.app/>

GitHub: <https://github.com/Abinaya-R72/Portfolio>

Certification: C & C++ Programming Workshop, SASTRA University.

ACHIEVEMENTS

Implemented process improvement ideas which helped in reducing the average SLA time and helped achieving SLA targets.

Delivered training programs and sessions on dispute resolution resulting in improved team competency and reduced escalation rates.

Received project-wide recognition for outstanding performance in resolving complex disputes, contributing to improved company reputation and client satisfaction metrics.

On the Spot Award: Recognized for excellence in work during my tenure at TCS.

Commitment Towards Work: Awarded for outstanding dedication to customer support and issue resolution.

LANGUAGE

English

Full Professional Proficiency

Tamil

Full Professional Proficiency