
BALAKUMAR T

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PROFESSIONAL SUMMARY

Experienced customer service representative with a proven track record of providing exceptional support and resolving customer inquiries to ensure utmost satisfaction. Demonstrated skills in effective communication and problem-solving, resulting in improved customer loyalty through attentive service. Committed to enhancing team performance by sharing knowledge and best practices in customer service operations.

SKILLS

- Interior Design
- Microsoft Office
- Quality Assurance
- Typing speed
- Great command on language

WORK HISTORY

Associate - CS Phone, 06/2019 - Current

Sutherland Global Services – Kochi, India

- High-quality atmosphere with competitive incentives at BPO.
- Facilitated seamless functioning of AI-driven communication systems
- Enhanced productivity and customer service levels by anticipating needs and delivering outstanding support
- Presented existing and prospective customers with valuable service or product information to aid in decision-making
- Utilized job-related software to prepare change of address records and issue service discontinuance orders
- Excelled in dynamic settings managing various client needs and software platforms.
- Guided newcomers through onboarding process to enhance learning.
- Consistently achieved top-tier incentives with exceptional performance.

Colour Consultant, 12/2017 - 12/2018

Asian Paints – Kochi

- Marketing of Asian Paints products to walk-in customers
- Developed innovative color schemes for residential and commercial projects
- Created detailed color palettes to match specific client tastes and needs

- Developed a comprehensive understanding of the latest trends in interior design, architecture, and fashion
- Assisted clients with selecting colors that suited their individual style preferences
- Provided guidance on how to mix different colors together effectively
- Conducted research on various materials used in interior design such as paint, wallpaper, textiles, furniture
- Advised clients on the best ways to incorporate accent colors into existing designs
- Visited job sites to assess the lighting conditions prior to making any recommendations about colors

EDUCATION

Diploma: Interior Designing, 01/2016

Tcilit - Ravipuram

12th: Biomaths, 01/2014

Snhss Highschool Ayyapankavu - Kerala

10th: 01/2012

Ccplm High-school - Kerala

LANGUAGES

English:

Tamil:

Hindi:

Malayalam:

PASSIONS

- YouTube Channel - I have a YouTube channel where I create and upload my own music and videos.
- Music Creation - Like to create songs (Hiphop).
- Reading - Like to read or hear books.