

VASU K

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🏠 #24, Shanmuga Nagar, Kannapalayam, Avadi, Chennai – 600054.

PROFILE

Customer-focused and results-driven Customer Relationship Officer with 1.5 year of experience in providing excellent customer service and resolving customer issues. Possess strong interpersonal, communication, and problem-solving skills, with a proven ability to build and maintain strong customer relationships.

PROFESSIONAL EXPERIENCE

Customer Relationship Officer – BANKBAZAAR - Chennai **February 2022 – August 2023**

- Responding to customer inquiries and complaints in a prompt and professional manner.
- Resolving customer issues and finding solutions to meet their needs.
- Analysing customer data and trends to identify opportunities for improvement.
- Building and maintaining customer relationships through regular communication and follow-up.
- Staying up-to-date on industry developments and customer needs to continuously improve the customer experience.
- Collaborating with internal teams to resolve customer issues and improve customer experience.

PROJECTS

Blind Assistive Robot

A Blind Assistive Robot project aims to create a device to assist visually impaired individuals in navigation. A microcontroller will process sensory input and provide audio or haptic feedback to the user. The project includes designing and prototyping the hardware and programming the microcontroller, integrating sensors, developing a user interface, and conducting user testing.

EDUCATION

Bachelor of Engineering - Medical Electronics Engineering
Saveetha Engineering College, Chennai - 2021 - 7.38
HSC Education
Minor in Computer Science - Nazareth Matriculation Higher Secondary School - 2017 - 7.9
SSLC
Minor in Science - Nazareth Matriculation Higher Secondary School - Avadi - 2015 - 8.7

SKILLS

- Microsoft Excel
- Effective Communication
- Adaptability
- Time Management