

CURRICULUM VITAE

S.ARCHANA

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OBJECTIVE:

Looking forward for an opportunity in a challenging environment, where I can utilize my experience and skills in contributing effectively to the success of the organization and also for the improvement of my personal skills.

EDUCATIONAL QUALIFICATION:

COURSE	BOARD/UNIVERSITY	NAME OF INSTITUTION	YEAR OF PASSING	PERCENTAGE
B.E-CSE	Anna University, Chennai	Nandha Engineering College, Erode-52	2010	79
H.S.C	Matriculation	Sri Vijay Vidyalaya Girls Matriculation School, Dharmapuri	2006	79
S.S.L.C	State Board	Avvaiyar Govt Girls Higher Secondary School ,Dharmapuri	2004	89

TECHNICAL SKILLS :

Language : Ms Office, C, C++, Basic Ms-Excel
Operating System : Windows Xp, Ubuntu (GUI)

PROFESSIONAL EXPERIENCE :

- Company Name : Serco Global Services Private Limited, Chennai
- Designation : Senior Customer Service Executive
- Experience : Since February 2013 to April 2014

JOB DESCRIPTION :

- PPI insurance was mis-sold to UK Barclay's Customers whenever they applied for Loans, Mortgages and Credit Cards.
- Identifying the PPI insurance on Credit Card Customers account.
- Logging, Acknowledging and Resolving the Credit Card Customer Complaints at Level 1 Stage.

PROFESSIONAL EXPERIENCE :

- Company Name : Hinduja Global Solutions Limited, Chennai
- Designation : Claims Processing Executive
- Experience : Since July 2016 to August 2017

JOB DESCRIPTION

- Worked for Medicare Insurance Process
- Reviewing, Processing and Acknowledging Provider Claim Appeals and Adjustments
- Reviewing Medical records, authorization submitted by the provider.
- Ensure correct payment has to be done to the provider based on the contract and adjustments done if it is underpaid or overpaid.
- Platform worked : GCP, CAS,CIS,CIS PRO

PROFESSIONAL EXPERIENCE :

- Company Name : Hexaware BPS Private Limited, Chennai
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- Designation : Senior Customer Service Executive
- Experience : Since December 2020 to Aug 2022

JOB DESCRIPTION

- Process Name : Fusion
- Worked for Myntra Ecommerce company
- Responsible for ensuring customer satisfaction by handling queries related to the store via e-mail.
- Logical and reasoning abilities to take right decisions to solve customer problems.
- Forwarded requests as per escalation policy to higher level of support.
- Ensured all customer communications are professional, accurate, and timely and solving customer issues within the TAT time.
- Application Used : Smart Assist

AWARD :

1. Got Good Performer Award in the month of May-2013
2. Got Star Performer Award in the month of February-2021 and October-2021.

PERSONAL SKILLS :

- Quick Learner
- Strong written and oral communication
- Assertive
- Ability to work as individual as well as group

HOBBIES :

- Listening too Music
- Playing Carromboard
- Learning new skills

PERSONAL DETAILS:

Husband Name : J. Sasi Kumar

Date of Birth : 16-01-1989

Nationality : Indian

Languages Known : Tamil & English

Marital Status : Married

ADDRESS FOR COMMUNICATION:

No 6B/G3, Rajesh Flats,
Chrompet, Chennai - 600044

DECLARATION:

I hereby declare that the above information's are true to best of my knowledge.

Date:

Place:

S.ARCHANA

