



# Mahalakshmi

Team Lead customer support,

✉ mahalakshmi94.cbe@gmail.com

📞 9025502216

📅 4 Years 3 Months

## About me

Customer Support Executive

## Key Skills

Excel Report Preparation

★★★★★

Excel Powerpoint

★★★★★

Outlook Configuration

★★★★★

## Career Timeline

- 2022 - Present  
**Zeon Electric Private Limited**
- 2021 - 2022  
**Lakshmi Stores UK**
- 2017 - 2018  
**Integra Global Solutions**
- 2016 - 2017  
**Tia Educational Institutions- Coimbatore** June 2016- July 2017
- 2014 - 2015  
**Dynosus Solutions- Coimbatore** Aug 2014- Nov 2015

## Personal Details

Date of Birth  
**22-Apr-1994**

Gender  
**Female**

Address  
**83, 6th street, north  
vinayagapuram,saravnamaptti**

## Profile Summary

Customer Care Executive with 3+ years of experience preparing flawless presentations, assembling facility reports, and maintaining the utmost confidentiality. A career in the related fields of which will enable me to exhibit my technical skill and apply my knowledge to add value to the organization and the environment.

## Education

B.Sc

**Sri Ramakrishna College of Arts & Science for Women, Coimbatore**

2014 Full Time

## Technical Skills

✓ Inventory Management

✓ Quality Control

✓ Customer Handling

## Work Experience

City  
**Coimabto**

Country  
**India**

Marital Status  
**Married**

**Team Lead customer support,  
Zeon Electric Private Limited**

**2022 - Present**

Nature of work

??? Inbound call handling

??? Anyone travelling more than 500 kilometres will be sent a map route.

??? Consolidate sheet preparation on a regular basis

??? Handling outlook email and customer service

??? Creating RFID tags for customer invoices and providing tracking information

??? Collect client comments on a daily basis as a TL on online chat.

??? Receiving customer feedback as a team with Freshdesk CRM CRM works experience

??? Create tickets on Freshdesk by each agent's name.

??? NUMOCITY Interface CRM Edit Details

??? Using Freshdesk CRM to handle marketing calls.

Team Management

??? Managed operations efficiently and effectively, verifying customers received exceptional service.

??? Monitored team performance, providing suggestions for improvement and training

programmes to increase team efficiency

??? Resolved complex customer enquiries, disputes and complaints.

??? Served as customer service team lead, enforcing company policies, answering co-workers' questions and training new staff.

??? Closely monitored team performance by conducting observations and tracking key metrics,

identifying and managing underachievers appropriately.

## **Team Lead- Customer Support Executive Lakshmi Stores UK**

**2021 - 2022**

??? Plan and coordinate meetings, appointments, and travel for supervisors and managers.

??? During a period of corporate expansion, I trained three team assistants to ensure attention to detail and adherence to company policy.

??? Manage customer reports for members of the department team.

??? Typed communications, draughts, memoranda, and emails, as well as three weekly reports

??? Handling UK customer inquiries via email and live chat during UK business hours

??? Customers will inquire about their order status and product details, as well as track the DHL and DPD courier status.

??? Create a Zoho desk ticket for any difficulties with the products the customer received and resolve it within 24 hours.

??? It is necessary to compile and organise an invoice.

??? Monitored operations to ensure employees followed relevant procedures and worked towards defined Key Performance Indicator (KPI) targets.

??? Maintained excellent employee relationships by cultivating supportive, positive and helpful working environment.

??? Planned employee workloads and delegated tasks strategically to meet seasonal fluctuations in demand.

??? Oversaw stock control to maintain sufficient inventory levels and minimise waste.

Tools

??? Zoho desk, Zoho mail, Zoho sales IQ, Zoho Inventory, and Zoho CRM were all used.

## **Customer Support Executive Integra Global Solutions**

**2017 - 2018**

??? Handling consumer inquiries via email and live chat in US shifts

??? Working for Teechip and Teeepro Client Companies

??? Complete the daily goal of 180 new and history emails.

??? Resolved customer queries promptly using de-escalation techniques.

??? Consistently exceeded productivity targets month-on-month through efficient customer service.

??? Provided customers with follow-up emails and other documentation as needed to promote customer support excellence.

**Senior Trainer Learning and Development  
Tia Educational Institutions- Coimbatore  
June 2016- July 2017**

**2016 - 2017**

??? Weekly meetings were recorded, transcribed, and distributed.  
??? Answered up to 20 phone calls per day, taking thorough messages.  
??? Scheduled appointments and ensured executives arrived on time for client meetings.  
??? Created successful training courses based on evaluation of student needs.  
??? Reduced process gaps by effectively training new hires on best practices and protocols.  
??? Provided additional materials to enhance training.

**Customer Support Executive,  
Dynosus Solutions- Coimbatore Aug 2014-  
Nov 2015**

**2014 - 2015**

??? Handling customer queries via email in US shifts  
??? Based on customer satisfaction will get star reward  
??? Ensured customer service stayed excellent, attentive and helpful by proactively going the extra mile to assist customer needs.  
??? Provided exceptionally high levels of customer service via live chat, email, phone and social media.  
??? Built and maintained excellent relationships with customers, promoting high levels of customer retention.