

MANIRA R

✉ manirarajendran25@gmail.com

☎ (+91) 9944972407

📍 Thanjavur

Career Objective:

Motivated and detail-oriented customer support professional with over 1.10 years of experience in registration and solution delivery processes. Seeking to contribute exceptional communication skills, a proactive mindset, and a customer-centric approach as a Customer Support Associate at Firstsource. Committed to enhancing customer satisfaction, optimizing support operations, and delivering effective solutions to build lasting customer loyalty and drive organizational success.

Experience :

Senior Customer Support Associate

08/2022 – 06/2024

- Served as a mediator for GHX (Global Health Exchange) between suppliers and providers, ensuring seamless interactions for US-based customers.
- Demonstrated expertise in managing service portals and Salesforce to support operational efficiency.
- Created and managed new supplier accounts in the Corex system, adhering to client-specific requirements and standards.
- Conducted thorough verification of existing accounts, ensuring accuracy and completeness through necessary updates and edits.
- Maintained effective communication with clients via email and Salesforce, promptly gathering requirements and addressing inquiries.
- Validated supplier account details against internal databases and client-provided information, ensuring compliance and precision.

Professional Qualification

- **MBA (Finance) | 2020 – 2022**
 - Graduated with a CGPA of 8.5/10, specializing in financial management and analytical skills.
 - Institution: Bharath College for Science and Management, Thanjavur.
- **B.Sc (Mathematics) | 2017 – 2020**
 - Completed with a CGPA of 8/10, gaining a strong foundation in quantitative analysis and problem-solving.
 - Institution: Bon Secours College for Women, Thanjavur.

Skills

- Strong organizational and multitasking abilities.
- Excellent attention to detail and accuracy.
- Advanced problem-solving and analytical thinking.
- Skilled in root cause analysis and issue resolution.
- Effective communication and interpersonal skills.
- Quick adaptability to dynamic work environments.
- Strong time management and prioritization skills.

Declaration

I confirm that the information provided in this document is accurate and complete to the best of my knowledge. I understand that any discrepancies may result in disqualification.

Date:

Place:

(MANIRA R)

