Manu Chakravarthi M C

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### Summary

Experience in a fast-paced and energetic environment that prioritizes customer needs and concerns

Experience

# Associate

MSI Services Private Limited • Bengaluru, Karnataka 11/2021 - Present

Currently working as a pilot employee on special Order Sales Operations and Services. Worked on onboarding other business to partner asvendors and logistic service providers.

Assisted on product, inventory, order and account related concernss and activities uing Zendesk and indiginous softwares.

Created a team culture of exceeding customer expectations, exceeding all company performance goals and standards

# Clinical Admin Coordinator

XL Health Corporation India Pvt. Ltd • Bengaluru, Karnataka 05/2019 - 10/2021

Includes managing incoming calls, managing requests for services from providers/members, providing information on available network services and transferring members as appropriate to clinical staff.

Manages the referrals process, processes incoming and outgoing referrals, and prior authorizations. This function includes intake, notiﬁcation and census roles.

Receive electronic referral form requests for medical/behavioral/clinical services -Utilize phone system to respond to callers questions to understand requests, gather necessary information, and assess urgency.

Access electronic member ﬁles using policy or id number -Determine member eligibility -Follow protocols to task requests appropriately -Check procedure codes against notiﬁcation requirements and beneﬁt coverage to determine next steps -Reference automated job aid tools via the computer to identify appropriate procedures when needed

# Senior Customer Service Associate

Firstsource Solutions • Bengaluru, Karnataka 01/2016 - 07/2018

Worked for Sky Telivisson and Broadband process, have attained skills in account creation, billing, debt and then promoted to Sr customer service associate.

Developed a better understanding of the company's product offerings, creating greater enjoyment of the company's merchandise.

Employed sales through service by helping cutomers trouble shooting and resolved issue with TV, Broadband and Sky mobile and computer applications.

Handled customer inquiries, answered questions, and resolved problems in a timely manner using applications like knowledgebase and salesforce.

Kept accurate records of all interactions, including customer names, addresses, phone numbers, credit card information, and product sales

Created a new customer database by entering customer information into a database

Developed a better understanding of the company's product offerings, creating greater enjoyment of the store's merchandise

# Pre-Sales Representative

Puravankara Limited 11/2014 - 10/2015

Maintained a database of business contacts, allowing for better customer retention via referrals and increased sales.

Worked with potential clients to ensure they have strong undersstanding of the projects and scheduled meetings and site visits accordingly with the sale team.

Worked as ﬁrst point of contact for generated leads and gathered information on the budget,type of investment and information to help the sales team by probing and buidling rapport with the potential buyers.

Worked with NRI leads and offered timely follow ups and updates. Worked with MS Dynamics andadjetter to avail dessired ressults.

### Skills

Customer service, Computer literacy, Communication skills, Inventory control, Microsoft ofﬁce, Time management

**Education**

Diploma in ADFT **(3 years)**

M.S Ramaiah Polytechnic • Bengaluru, Karnataka 03/2014

Led the Debate Team to regional championships in 2013 and 2014

Captained Volley ball and carom team and participated and won in inter college festivals. Participated in national level Fashion even organized by Khadi Gramodyog.

10 CBSE

Prashanthi Vidya Kendra Bayar • Kasaragod, Kerala 06/2018

Served as President of Pheonix English Club. Participated in Volleyball and Kabbadi competitionss.

### Languages

English, Kannada, Hindi

## Hobbies

**Travelling, reading and farming.**