

Vaishnavi R

Passionate and dedicated professional with a strong desire to advance and contribute to organizational success. Seeking opportunities to grow within a dynamic and challenging environment, where I can utilize my current customer support expertise to enhance customer satisfaction and contribute to the company's overall growth. Eager to expand my skill set, take on new responsibilities, and thrive in a position that encourages professional development and career advancement.

KEY SKILLS

- Communication Skills
- Problem Solving
- Time Management
- Positive Attitude
- Resilience
- Technical Proficiency
- Attention to detail
- Adaptability
- Complaint Handling
- Relationship Building and Management

IT SKILLS

- Microsoft Office

EDUCATION

PUC, New Prince

PERSONAL DETAILS

Address: Bangalore, Karnataka 560100

Mobile: +91 9080551001

Email: vaishnaviunicorn@gmail.com

Languages Known: English, Tamil and Kannada

EXECUTIVE SUMMARY

- A dedicated customer support specialist with one year of experience, consistently prioritizing customer satisfaction through effective communication and problem resolution.
- Demonstrated ability to navigate complex customer issues with empathy and professionalism, ensuring swift and satisfactory resolutions.
- Track record of meeting and surpassing performance metrics, highlighting a commitment to delivering high-quality service and contributing to overall team success.
- Known for adaptability and a rapid learning curve, enabling me to efficiently grasp new concepts, technologies, and processes to enhance customer support effectiveness.
- A proactive learner with a passion for continuous improvement, always seeking opportunities to enhance skills and contribute positively to the success of the team and organization.

PROFESSIONAL EXPERIENCE

Intouch CX, **Electronic City**

Aug 2024 – Jan 2025

Nov 2023 – May 2024

Customer Support

Key Roles and Responsibilities:

- Review, validate, and verify customer-provided documents to ensure accuracy and completeness for insurance policies.
- Cross-check customer information with provided documents to ensure compliance with regulatory standards.
- Analyze and process various types of insurance documents, including policy applications, claims, and renewals.
- Maintain accurate and organized records of all customer documents in the system for easy retrieval and reference.
- Coordinate with internal departments to address discrepancies or missing information in customer documentation.
- Identify opportunities to promote additional bank products that complement customer insurance profiles.
- Provide customers with relevant information about banking products and services, helping them make informed decisions.
- Update customer details, policy changes, and any other relevant information in the database accurately and promptly.

Hexaware Technologies Ltd, **Chennai**

Jul 2017– Aug 2018

Customer Support

Key Roles and Responsibilities:

- Conduct thorough background verification checks for candidates by liaising with previous employers and educational institutions.
- Verify academic credentials by contacting educational institutions, ensuring accuracy in degree, graduation dates, and any relevant certifications.
- Scrutinize and evaluate documents submitted by candidates for verification, including, certificates, and other relevant paperwork.
- Ensure strict compliance with legal and company policies while conducting background checks, maintaining confidentiality and privacy of sensitive information.
- Stay abreast of industry trends, regulations, and best practices in background verification, participating in training sessions to enhance skills and knowledge.
- Adhere to established quality standards and guidelines in the background verification process, contributing to the enhancement of quality assurance protocols.