

CONTACT

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PROFILE

Dedicated and results-oriented Customer Service Representative with over 4 years of experience in customer support and service roles within dynamic environments. Proven ability to effectively communicate with clients, resolve issues, and enhance customer satisfaction. Experienced in contract negotiation, problem-solving, and data analysis, with expertise in using Power BI for data visualization and reporting. Strong entrepreneurial mindset from managing an online store, leveraging Power BI to track performance and drive business decisions.

SKILLS

- Power BI dashboards & data visualization
- Exceptional English communication and interpersonal skills
- DAX formulas & data modeling (Power BI)
- Proficient in customer service and assistance
- Expertise in Microsoft Excel and data management
- Freelance experience with entrepreneurial mindset
- Basic website development (No-code/Low-code tools)



WORK EXPERIENCE

Accenture Solutions 07/2023 - 12/2024

Business Development Associate

- Provided B2B support to healthcare providers, ensuring efficient claims processing and resolution of claims details.
- Collaborated with clients regarding membership benefits and coverage, enhancing overall customer satisfaction through effective communication.

FirstSource Solutions Limited 11/2021 - 05/2023

Customer Service Associate

- Assisted clients with contract and finance inquiries, effectively negotiating pricing to retain customers and prevent cancellations.
- Managed billing issues and promotional offers, demonstrating excellent customer service skills and conflict resolution.

ECPL (Expert Callers Pvt Limited) 04/2019 - 12/2021

Customer Support Representative

- Handled incoming calls and chat inquiries, providing prompt customer assistance in a fast-paced environment.
- Supported background app development by relaying customer feedback to improve user experience and functionality.

LANGUAGES

- English (Business English & Fluent)
- Tamil, Kannada, Hindi, Telugu

EDUCATION

Higher Secondary 2016 - 2018

Indian Academy PU College

S.S.L.C 2015 - 2016

Maria Niketan Higher Primary School

SKILL-FLEX

- **Power BI Developer**

Power BI Projects & Dashboard Development. Built professional dashboards using Power BI, focusing on visualizing business data, identifying trends, and presenting insights clearly.
Hands-on experience with data modeling, DAX, slicers, and multi-page dashboard design.

Certified in Power BI – Business Intelligence Tools for Data Analysis (Udemy - Online Course)

[View Project Dashboard In GitHub - Mj-Boy-Hub](#)

- **E-commerce & Website Management**

Founder & Website Manager – Looc Cool (Online Store) Jan 2024 – Present

Built and manage Looc Cool, a trend-driven fashion store that imports stylish apparel from around the globe. I independently handle the entire website from layout and user experience to backend setup – using no-code/low-code tools and custom tweaks. With an eye on fast-changing trends, I handpick products and drive online sales through targeted marketing and strong visual storytelling.
