

AJITH KUMAR K

9025059865

ajithkumarvasu4542@gmail.com

PROCESS TRAINER

Customer care Representative with a total of 16 months of experience which includes strong Analytical, Banking process, KYC Process . Customer support and experience . Industry experience includes Non Banking and Finance Sector

Prove my ability in the core modules of Loans, Finance, Banking, and Service

Possess strong analytical, interpersonal, leadership, communication and critical thinking skills. Ability to put in hard work with an easy grasp of concepts and ideas.

PROFESSIONAL EXPERIENCE

Currently working:

Organization : Conentrix technologies

Project name : Piramal Finance (NBFC)

Location : Fortune Tower , 5th Floor 200ft Ring Road ,Kovilambakkam , Chennai - 600117

Designation : Customer care Representative

Duration : 2023 June - Till now

ROLES & RESPONSIBILITIES

- Direct interaction with customers to resolve their queries and having strong conflict resolution skills that helps the customers to resolve their issues promptly.
 - Accountable for independent due diligence and successfully on-boarding new clients in a high quality / timely manner and ensuring
 - compliance as per company policies . Review client documents and ensure conformity to company standards and have good
 - interpersonal skills and strive to excel at what I do and will be a valuable asset to the company.
 - Handling calls and escalation calls of the Customer to provide solutions for the unsolved issues and good at multitasking and problem solving .
 - Keeping a follow up of the Customer's issue until it's resolved and good at communicating with customer and build a good relationship. Giving training for the fresher.
 - Training the new trainees about the product and to check their skills in handling calls. Providing excellent customer service to the
 - clients by clearing doubts and making Whenever needed by the clients.
 - Handling Customer concerns and complaints in a timely manner
 -
-

ACADEMIC QUALIFICATIONS

Under- Graduation in BCA at C.Kandaswami Naidu College For Men's, Anna Nagar , Chennai.
(2020)

HSC at Government hr. sec. school, Uthukottai (2017)

SSLC at J.N.N Matriculation School , Kannigaipair (2015)

TECHNICAL SKILLS

- Power BI (Dashboard Creation, DAX, Data Modeling)
 - Microsoft Excel (Pivot Tables, VLOOKUP, Data Cleaning)
 - SQL (Basic Queries, Data Management)
 - Python(pandas – For handling structured data)
 - numpy-(For numerical operations and arrays.)
 - Analytical & Problem-Solving Skills
 - Data Entry & Database Management
-

PERSONAL DETAILS

DATE OF BIRTH : 18/07/2000

MARRITALSTATUS : UNMARRIED

NATIONALITY : INDIAN

ADDRESS : No. 15/8 Panchayat Office Back Side , Uthukottai - 602026

LANGUAGES : English, Tamil, Telugu

Declaration

I hereby declare that the above information is true to the best of my knowledge.

Yours Faithfully

AJITH KUMAR K