
PRABHAKARAN R

Chennai | 9488461008 | prabhakaranraja1441@gmail.com

Summary

Motivated and detail-oriented Support Associate with 9 months of hands-on experience in providing excellent customer service and technical support. Proficient in managing support tickets, and resolving customer inquiries. Strong communication and problem-solving skills, committed to enhancing customer satisfaction and contributing to team success. I am eager to leverage my skills and grow within a dynamic support team.

Experience

Customer Support Associate

08/2023 to 05/2024

TeckZy Research Analytics IT Solutions Pvt. Ltd.

Chennai, India

- Provided first-line support for customers, resolving issues related to products and services.
 - Handled high-volume customer interactions, maintaining professionalism and efficiency under pressure.
 - Documented customer interactions and issues in the CRM system for future reference and analysis.
 - Assisted in creating and updating support documentation to improve service quality.
 - Worked with the sales team to identify upsell opportunities based on customer needs and preferences.
 - Contributed to team meetings and training sessions to enhance overall team performance.
 - Conducted follow-up communications with customers to ensure satisfaction and address any lingering concerns.
 - Participated in regular training sessions to stay updated on product knowledge and customer service best practices.
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Skills

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| • Fast learner | • Product Knowledge |
| • Time management | • Complaint Handling |
| • Problem-solving | • Order Processing and Fulfillment |
| • Adaptability | • Active Listening |
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Education

MCA

AVS College of Arts and science

GPA: 8.1

01/2023

Salem, Tamilnadu

BCA

Gemgates Arts and science college

GPA: 8

01/2021

Kothampadi