

Praveen Kumar

Mobile: 9560571665

E-Mail: praveenkumars.ece@gmail.com

OPERATIONS EXECUTIVE PROFILE

4 years of success in driving benchmarks, setting growth and support initiatives as a CUSTOMER SUPPORT EXECUTIVE in reputed organizations.

CAREER CONTOUR

1. Worked as an Executive assistant and client coordinator for OP assist LLC - Coimbatore
DURATION – Sep 2019 to Jan 2021

JOB RESPONSIBILITIES

- Was acting as a communication bridge between client and the organization, create proposal and all necessary documents
- Assist clients on their day-to-day business tasks, such as scheduling appointments, organizing meetings, preparing expense reports, managing their Outlook calendar & travel bookings, updating online databases, working on Excel and PowerPoint presentations, creating purchase orders, basic research etc.
- Effectively communicate with clients through email, phone and chat
- Work directly with clients, confidence in talking to global clients and can work proactively to help reduce their workload.

2. Worked as a Customer Support Executive for Neilmed Device Pvt Ltd - Bangalore
DURATION – Feb 2019 to July 2019 (International Voice)

JOB RESPONSIBILITIES

- Was handling inbound calls and giving resolutions to the Customers regarding the Product related queries.
- Making outbound calls to Hospitals, Doctors to give away free samples.
- Process the order over telephone and clarify the billing questions.

3. Worked as an Support staff for Mizpah IT Solution
Bangalore

DURATION – May 2018 to Nov 2018 (International Voice)

JOB RESPONSIBILITIES

- Worked as floor support staff for the project – **POWER BALL, MEDICAL INSURANCE.**
- Outbound calls – lead generation
- Auditing calls of the agent and give feedback accordingly to the parameters and help they improve in their lacking areas by training and educating them.
- Also, into recruitments helping.

4. Worked as Customer Support Associate for **Chegg India Pvt ltd**- Delhi NCR
DURATION- **Jan 2016 to Aug 2016**
PROJECT-**CHEGG EDU SITE (International Semi Voice)**

JOB RESPONSIBILITIES

- Handling customer's queries- payment, account, general enquiry and subscriptions related.
- Mode of communication with customers- Inbound, Email.

5. Worked as Customer Support Associate for **Serco BPO Pvt ltd** – Delhi NCR
DURATION- **May 2015 to Dec 2015**
PROJECT- **SNAPDEAL and MAKE MY TRIP (International Voice)**

JOB RESPONSIBILITIES

- Giving resolution to customer's query through E-mails and make outbound calls.
- **Handling payments related queries, offers, package delivery, courier, product queries and general enquiry queries**

ACADEMIC PROFILE

Dip. In Electronics and Communication at MUTHAYAMMAL POLYTECHNIC COLLEGE–
(2008-2010)

Intermediate at MAHARISHI VIDHYA MANDIR - 2008

High School at IDEAL MATRICULATION SCHOOL – 2006

PERSONAL DETAILS

Father's Name : Mr. S. Bavanantham
Date of Birth : 12th Feb 1991
Marital Status : Single
Languages Known : English, Tamil, and Hindi

DECLARATION:

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

Place: Bangalore

Date:

(Praveen Kumar)

