

SANTHOSHKUMAR

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Career Objective

Hardworking and disciplined individual with over 2 years of experience in telecalling and 3 months of experience in retail. Looking to secure a full-time position in a reputed company where I can contribute my communication skills, customer service expertise, and dedication to professional growth.

Professional Experience**Telecaller**

Tamilnad Mercantile Bank (via People Point Solutions)

April 2023 – March 2025

Handled inbound and outbound customer calls for banking-related queries

Assisted customers with accounts.

Resolved customer complaints with a polite and helpful approach

Achieved daily calling targets with consistent performance

Retail Executive

DHL Express (via Addecco Agency)

June 2025 – August 2025

Handled customer interaction and in-store support

Processed bills and payments using POS system

Helped customers with product details and purchase assistance

Education

Bachelor of Science (B.Sc)
Saraswathi Narayanan College, Madurai
Passed in 2022 Percentage: 65%

Higher Secondary (12th)
APTD Durairaj School
Passed in 2019 Percentage: 67%

SSLC (10th)
APTD Durairaj School
Passed in 2017 Percentage: 89%

Skills

Customer communication (Tamil & English)

Inbound and outbound telecalling

POS billing and in-store customer service

Retail and basic inventory handling

Time management and punctuality

Ability to work under pressure

Fast learner and team player

Languages Known

Tamil, English

Personal Information

Date of Birth: 05/11/2001

Gender: Male

Marital Status: Single

Location: Madurai

Availability: Ready to join from 1st September 2025