

ANITHA PRAKASH

Mobile No.: +91-7674848928~**E-mail :** prakashanu70@gmail.com

Address: H:No: 33-4/16 Rk Puram Neradmet. Hyderabad 500056.

SYNOPSIS

- ♦ A highly talented, skilled and professional coordinator with more than seven years of diverse experience with customers about their experience with a product or service. Looking for a challenging position in a reputable organization to expand my learnings and upgrade my knowledge and skills and make a difference in whatever I do.

AREAS OF EXPERTISE**Technical Skills:**

- Possess excellent verbal and written communication skills
- In-depth knowledge of management methodologies
- Skilled in coordinating, planning and supporting administrative functions
- Familiar with Microsoft applications like Word, Access, PowerPoint.
- Ability to develop and evaluate effective responses and higher management
- Possess excellent management and organizational skills

CAREER SCAN**CLUSTER INFOTECH PVT.LTD**

From 2014 – Till date.

Roles & Responsibilities.

- ♦ I was responsible for handling 90+ emails of customers related to product issues and services of laptops and desktops.
- ♦ As well as handling 100+ calls of service-related queries on laptops and desktops
- ♦ Delivering timely accurate and professional service. Documented each customer queries accesses with information provided.
- ♦ Investigated and resolved customer inquiries and complaints quickly.
- ♦ Providing the First-time resolution to the customer and meeting all the parameters of the quality.
- ♦ Helping team in the achieving the monthly quality score.
- ♦ Maintaining the quality above the 95% every month with accurate resolution.
- ♦ To handle escalated calls in a way that would be customer pleasing & thereupon
- ♦ Evaluated customer information to explore issues, develop potential solutions and
 - maintain high-quality service.
- ♦ Managed customer relations and customer service through daily communication
 - and interaction.
- ♦ Improved customer satisfaction ratings by addressing issues and fostering timely Resolution
- ♦ Attendance record, consistently arriving to work on time.

REWARDS & RECOGNITION

Best Employee award Have been awarded for 2 times.
Consecutively awarded 3 Star of the month award.

ACADEMIA

- ♦ Bachelor's degree in Arts from Gitam University-Visakhapatnam-2021
- ♦ Intermediate from Telangana Society –Hyderabad-2018
- ♦ SSC from Little Diamond High School-Hyderabad-2003

TECHNICAL

- ♦ Knowledge of MS Office with good typing speed.
- ♦ Well versed in working with computer Internet & E-mail operations

PERSONAL DOSSIER

Languages Known : English, Hindi, Tamil and Telugu.
Interests : Listening to music, Travelling and gardening.

Declaration:

I hereby declare that all information above is correct to the best of knowledge and belief.

Name: Anitha. J

Date:

Place: