

# AMAL

## SENIOR ASSOCIATE



### CONTACT

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Chelakkara  
Thrissur, 680586

### SKILLS

- Finance and Accounting
- Finance and Administration
- Invoice Processing
- Business Operations
- Time Management Skills
- Effective Communication
- Decision Making
- Problem Solving
- Ms Office
- Ms Excel
- Ms Outlook

### LANGUAGES

- English
- Malayalam
- Tamil

### REFERENCE

Available Upon Request



### PROFILE

Passionate and results-driven Citizen Service Executive with 3 years of experience in providing top-notch customer service and ensuring client satisfaction. Proven track record of delivering exceptional service and building strong client relationships. Skilled in effectively addressing client inquiries and resolving issues in a timely manner. Adept at maintaining a positive and professional attitude in fast-paced environments.



### WORK EXPERIENCE

#### TATA CONSULTANCY SERVICES LTD

Citizen Service Executive 2021 - PRESENT

- Create value for customers by ensuring they clearly define business outcomes and then build a "success plan" with the appropriately identified objectives.
- Escalate customer issue for quick resolution.
- Build/maintain rapid channel of communication to customer in case of service-related issues and events.
- Ensure client Service Level Agreements (SLAs) and timelines are met.
- Clear and empathetic communication with customers.
- Ensure quality of service delivered .



### EDUCATION

**Master of Commerce** 2021 - 2023

Bharathiar University

**Bachelor of Commerce** 2017 - 2020

Paramekkavu College of Arts & Science  
Calicut University

**Commerce** 2015 - 2017

Panjali GHSS

Directorate of Higher Secondary Education

**School Level** 2015

Chelakkara Central School

Central Board of Secondary Education