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| ***MURALI.R***  E-Mail:- [muralivijayjpm1995@gmail.com](mailto:muralivijayjpm1995@gmail.com) photo  Cell:- +91 9442854189 |
| **OBJECTIVE** |
| To be associated with a progressive organization which can provide me with a dynamic work sphere to extract my inherent skills as a Professional, use and develop my aptitude to further the organization’s objectives and also attain my career targets in the progress. |
| **EDUCATIONAL QUALIFICATION** |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Examination** | **University/Board** | **Institution** | **Year** | **% Marks** | | | SSLC | State Board | Govt,Hr,Sec,School Jayapuram | 2010 | 74% | | | HSC | State Board | Govt,Hr,Sec,School Jayapuram | 2012 | 60% | | | Diploma in  [ ECE ] | State Board of Technical Education | Govt.Polytechnic Krishnagiri | 2012-2015 | 67% |     **EXPERIENCE** : (Jan-2016 to Jun -2017)  **EXPERIENCE** : (Jan-2016 to Jun -2018)  **Company Name**: Cogent E Services Pvt Ltd  **Role and Responsibility** :-  **CUSTOMER SUPPORT EXECUTIVE**  **CUSTOMER SUPPORT EXECUTIVE**   * Flexibility with work times – including rotational shift * Providing assistance to customer query, request and complaint * Process ensuring all the KPI’s are met * Support all team members by assisting TL when requested * Develop and maintain strong customer relationships   **SENIOR CUSTOMER SUPPORT EXECUTIVE: (** Jul -2017 to Feb 2018 )   * Communicate and co-ordinate with external team customer resolutions * Direct requests and unresolved issues escalated to clients * Record details of inquiries, commands and complaints action taken * Following the correct escalation procurers customer relations * Report customer support executive failures to TL / Manager * Prepare operations reports assigned by TL / Manager * Provide feedback on product and process improvement to TL * Carry out tasks escalation dashboard and quality performance, AHT , revenue, login hours targets and C- sat and etc…   **Team Leader operations : Voice process (** Mar -2018 to Jul 2020 )  **Key Achievements :**   * Successfully achieved clients set all **KPI & KRA** targets * Successfully find out **NVA** and reduced **AHT** by finding pain areas in the process * Successfully find out and reduced **Repeat** when process are critical situation * Successfully find out the reason of **Attrition** and full fill agents concerns * Introduced soft skill training for **ON JOB TRAINEE’S** customer service experience   **Job Descriptions :**   * Monitor the calls to ensure positive customer experience and provide direct feedback on agents * Live calls monitoring with the agents areas of opportunities on soft skills,product and process preparing modulus to overcome challenges * Motivate and inspire team numbers * Coaching the agents individually to meet the client's decided target * Recognize and celebrate the team members exceptional performance * Coach and help the develop team members dysfunctional behaviors |
| **SKILLS** |
| * People management skill and good bonding with team * Good verbal and writing communication skills * Good presentation and communication skills * Good Excel knowledge * Hardworking easy going team player * Flexible and adaptable to change |

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| **PERSONAL DETAILS** | |
| **Date of Birth**  **Gender**  **Marital Status**  **Languages known**  **Nationality**  **Father’s Name**  **Mother’s Name**  **Permanent Address** | : 07.06.1995  : Male  : Single  **:** English, Tamil ,kannada,Telugu  : Indian  : C.Rajendiran  : R.Pavunu  : Paniyandapalli Post & Village, Pudupet Via, Natrampalli TK,  Tirupattur District, Tamilnadu – 635651 |
| **DECLARATION** | |
| I hereby declare that the details furnished above are true to my belief and best of my knowledge. | |
| **Place**  :  Date: **signature** | |