

# Preethi Nandakumar

HR INTERNSHIP

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## SUMMARY

Enthusiastic Human Resource Intern eager to apply skills and education to a growth-oriented position. Completed my Bachelor's degree in commerce Studies and looking to gain further real-world experience while developing acquired abilities in communication, administration, and multitasking.

## SKILLS

- Written and verbal communication
- Adaptable (work in changing environment)
- Able to build relationships
- Detail Oriented
- Organizational Skills
- Ability to analyze qualitative data
- Proficient Microsoft Window Experience

## EXPERIENCE

### Customer Service senior executive

**IBM** *Jun 2007 - Nov 2010*

- Customer Service Representatives who handle customer service inquiries and problems
- Strong people skills when dealing with difficult situations or personalities
- Process corporate and individual orders over the phone and in-person
- Own the successful delivery of operational scorecard results for the banking center
- Received payments by cash, credit cards, vouchers, and automatic debits
- Monitor and assist with the resolution of deposit and loan exceptions in a timely fashion to ensure compliance and improve the customer experience
- Ensure total compliance of physical and information security policy including business and consumer verification procedures

## EDUCATION

### B.com

**GSS JAIN COLLEGE ,Chennai** *May 2004 - May 2007*

Completed my B,com in Distinction

### MBA HR

**SRM** *Dec 2022 - Present*

## LANGUAGES

English

