


NITHYAMALA M


CUSTOMER SUPPORTS EXECUTIVE

Objective:

Dedicated and customer-focused professional with 5 years of experience in providing exceptional customer support through chat and email channels. Seeking to leverage my expertise to enhance customer satisfaction.

CONTACT ME

 9976885505

 nithyamuthiah@gmail.com

 No.1 Tollgate
Trichy.

SKILLS

- Excellent written communication skills
- Proficiency in handling chat and email support
- Strong customer empathy
- Problem-solving and critical-thinking abilities
- CRM software proficiency
- Time management and multitasking
- Active listening
- Team collaboration
- KYC Verification

➤ EDUCATION

M S UNIVERSITY

BCA

2012-2015

➤ WORK EXPERIENCE

CUSTOMER SUPPORT REPRESENTATIVE

PUREIT RO WATER PURIFIER 2019- TILL NOW

- Proficiently handled customer inquiries and resolved issues via chat and email, ensuring timely and accurate responses.
- Demonstrated excellent written communication skills to provide clear and concise responses to customer queries.
- Maintained a high level of customer satisfaction by actively listening to concerns, empathizing with customers, and taking ownership of issues until resolution.
- Utilized CRM software to document customer interactions, track issues, and ensure follow-up on pending matters.



LANGUAGE

- Tamil
- English

SHRIRAM CITY UNION LTD

REGIONAL COORDINATOR CUM KYC VERIFICATION ASSISTANCE (2016-2018)

- Performed KYC reviews for new and existing clients, ensuring compliance
- Analyzed customer's financial documentation
- Reviewed and updated customer profiles, ensuring accuracy and completeness
- Collaborated with compliance officers to report suspicious transactions.
- Assisted in the development of internal KYC policies and procedures



COMPUTER SKILL

- MS Office
- Speardsheet
- E mail and Chat