

RESUME

VIMALA NAGARAJ

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OBJECTIVE

Customer-focused customer service professional with strong Chat & email support experience for leading communications companies & the knowledge of banking products. Skills include a demonstrated competency in windows applications, keyboarding proficiency & use of automated systems. Articulate with excellent verbal & written communication skills. Diplomatically resolve customer complaints & diffuse tension to ensure customer retention. Possess strong team leadership, motivational, & coaching skills. Establish performance goals to meet efficiency levels, targets, & quality assurance standards.

Core competencies include:

- **Building a team that effectively supports clients' programs, products & services.**
- **Driving the development of superior customer service & high performance.**
- **Leading work-flow distribution & floor management to ensure service levels are satisfied.**
- **Motivating, coaching, evaluating & retaining qualified staff.**
- **Maintaining service, talk, chat/wrap time, data & both client & consumer satisfaction levels.**
- **Fully committed to providing the highest possible standards of customer service & support.**

- Proven ability to train, supervise & motivate, & evaluate customer service representatives.
- People oriented: enjoy working directly with customers & the general public.
- Self – starter: can be depended on to complete a task under minimal supervision.
- Understands & appreciates the importance of a job well done.
- Languages: fluently reads & writes English, Hindi & Kannada.

PROFESSIONAL EXPERIENCE

- Worked for TCS e-Serve Ltd as a senior financial advisor.(Period: June 2008 till October 2010)
- Started working as a Team Leader at Debt Doctor Management Services Pvt Ltd (Period: Sep 2011 till July 2016)
- Started working for Teachmint as a Support Specialist(Period: Aug 2021 till Oct 2022) in chat & email support.
- Worked as a Process Trainer as well.
- Working for Xoxoday as a Senior support specialist (Period: Jan 2023 to till date)

ACHIEVEMENTS

- Recognized for achieving best call quality, Chat quality & customer service excellence.
- Have been awarded as “STAR OF THE DAY “& “STAR OF THE MONTH”.

- Delivered highly professional customer service & increased customer satisfaction ratings.
- Provided effective & timely resolution to accounts on diversified product inquiries.
- Knowledgeably provide information on new products & services.
- Have been awarded as a Best Asst. Manager for managing the team well & motivating them to achieve their targets.
- I have always got recognition & appreciation for my performance.

COMPUTER SKILLS

- Office package: Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Outlook Express.
- Operating Systems: Windows 2000, Windows 2007, Windows 2010 & Windows XP,
- Oracle
- Fresh desk, Zen desk, Gupshup, Verloop, Sendgrid, & Light house (DRSP).

Academic Qualification

B.sc (Microbiology)

N.M.K.R.V Women's college (Bangalore University) First Class (68%)

PERSONAL DOSSIER

Name: Vimala Nagaraj

Nationality: Indian

Marital Status: Married

I do hereby confirm that the information given in this form is true to the best of my knowledge & belief.

Place: Bangalore Date:

27/09/2023

(Vimala)

