

# CURRICULUM VITAE

## Suchitra M

No: 2, 8<sup>th</sup> A Cross, Ganeshnagar,  
Virupakshapura, Vidyaranyapura, Bengaluru-560097.

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### Carrier Objective

To be a part of system that encourages the prospect of new ideas and makes the simultaneous growth of the organization and myself possible.

### Professional Experience

- 1.) Organization : Tata Sky, Bangalore  
Duration : Sep - 2012 to June - 2013  
Designation : Tele Sales Representative
- 2.) Organisation : Kutumbh Hr Care Pvt Ltd  
Duration : April 2021 to Dec 2021  
Designation : CRE (Backend)

### Professional Strength & Skill Summary

- Excellent communication skills.
- Excellent team player with good leadership skills.
- Excellent customer issue resolution knowledge and skills.
- Comprehensive knowledge of the techniques and processes of providing customer care services.
- Identify new ways to increase the opportunities of sales and service.
- Ability to work effectively and efficiently in a call center team environment.
- Perform the tasks of monitoring, organizing, and coaching team on a daily basis.
- Handle escalated calls, complaints, questions, and queries, as required.

### Role & Responsibilities

- Managing with Operations team and also handling the Client.
- Working on the Attendance of the Associates and Resolving with Associates issues
- Handling all three different works of a call-center like inbound, outbound, and back-office work for the process and met the targets assigned all months.
- Handling different back office works – post-paid activation, barring, suspension, provisioning, and other circle documentation sanity checking.
- Handling escalated calls, complaints, questions and queries as required.
- Assisting team leaders in the absence of floor TL taking responsible for all activities.
- Daily huddles for assigned team based on new process and product.
- Preparing different reports for client requirements and operations too.
- Scheduling the shift for assigned team.
- Refreshment training for new batches.
- Maintaining team performance tracker.
- Repeat call audit for the process and ensuring reduce the call volume.
- Handling Client as per the client requirements.

### **Achievements**

Achieved best Quality Associate

### **Educational Details**

<b>School/College</b>	<b>Qualification</b>	<b>Year of Passing</b>	<b>Percentage</b>
Seshadripuram First Grade College, Bangalore	SSLC	2007	57%
Seshadripuram Pre-University College, Bangalore	PUC	2009	57%
Tirumala Vidya Niketan, Bangalore	B.Com	2012	57%

### **Successfully Completed Course in Reputed Institutions**

Keonics Computer Training Centre – Basics with Accounting

### **Computer Skills**

OS: Windows XP/VISTA/7  
Package: Microsoft Products ( Word, Excel, PowerPoint )  
Knowledge of all editions of Windows & MS Office.

### **Professional Skills**

Goal-driven achiever with strong organizational and analytical skills.  
Ability to work in team.  
Problem-solving abilities.  
Multi-tasking talents.

### **Personal Details**

Father's Name : Mohan Raju Y  
Date of Birth : 15-02-1991  
Gender : Female  
Nationality : Indian  
Marital Status : Married  
Husband Name : Naveen P  
Languages Known : English, Kannada, Telugu, Tamil & Hindi

**Declaration**

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Bangalore  
Date:

Yours Faithfully,  
(Suchitra.M)