



Contact

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Email

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Address

No : 20/4 Govindan Street,
Choolai, Chennai - 600 112.

Education

2011

Bachelor of Computer Application
Sri Kanyaka Parameswari Arts & Science
Madras University

2008

HSC
Moongibai Goyyanga Girls Hr Sec School

Skills

- MS Office
- Problem solving & Creativity
- Customer support & relationship

Training

- Voice process & Product knowledge
- Mutual funds, Share stocks, Insurance

Language

English - Speak, Read, Write

Tamil - Speak, Read, Write

Kannada - Speak

Sruthi S

Customer Support Senior Executive

Enhance team performance and maximize customer satisfaction by strategically managing calls and implementing process improvements. A well organized & self disciplined professional with long experience in customer support program management, interpersonal communication. Successful at training and mentoring employees to promote culture of collaboration and continuous improvement.

Experience

Jun 2022 - Till date

SBI Cards | Chennai

Senior Customer Support Executive

- Answering inbound calls related to the credit cards customer query
- Efficient dealing of complaints to completion and enabling satisfaction of customer.
- Documenting all calls with regards to participant inquires accurately using call tracking system
- Monitoring call tracking for responses from administrative team so call returns are done in a timely fashion.
- To answer participant questions, as well as question participants to obtain full understanding of what information is being requested.

Sep 2021 - May 2022

HDB Financial Service | Chennai

Credit Relationship Manager

- Evaluating the creditworthiness of potential customers.
- Validating CPV details, to decide Approving & rejecting loans based on available data.
- Maintaining records of all company loans & Monitoring loan payments and bad debts.
- Validating KYC documents, Reviewing and updating the company's credit policy.
- Grooming the new employees, by providing training on process and policy related and floor discipline.

Oct 2019 - Aug 2020

Aptus Housing Finance | Chennai

Senior Customer Care Executive

- Answering inbound and outbound calls related to the customer query
- Efficient dealing of complaints to completion and enabling satisfaction of customer.
- Communicate to the customer on EMI due date & ensure' s the on-time payment
- Maintaining appropriate records and reporting to the manager.

Mar 2017 - Dec 2018

Bajaj Capital | Chennai

Customer Relationship Officer

- Giving product demonstrations & selling financial products as Mutual funds, insurance
- Contacting potential & existing customers on the phone, convert as leads
- Reporting to manager on daily activities and target completes

Jun 2014 - Dec 2016

HDFC | Chennai

Customer Relationship Officer

- Answering inbound and outbound calls related to the customer query
- Efficient dealing of complaints to completion and enabling satisfaction of customer.
- Communicate to the customer on EMI due date & ensure' s the on-time payment
- Achieving monthly targets

Achivements

- Outstanding performance by achieving Monthly targets consistently at Aptus