**Mobile:** +91 9003506100 **Email ID:** great.niles@gmail.com

**Kalai Selvi**

**Process Executive**

Finding a satisfying position where one can practice my skills within an appreciated pattern. Secure a rewarding and challenging position in the fields of accounting, finance and Customer Support Executive with a quality organization leading to increase responsibility and career advancement.

**Summary:**

* Expertise in expense auditing for Multinational client.
* Efficient with email queries by accurately documented, researched and resolved customer service issues, Managed high email volumes with tact professionalism.
* Promotion of a fitness program for one of the clients in the Fitness Industry for Australia process.
* Promoted digital marketing benefits such as SEO, improved customer experience for a Consultancy client for UK process
* Making leads for clients in sectors such as real estate, pharma (medical practitioners) and consumer/commercial cleaning services.
* Supporting call and emails for DoorDash customer support for Australia process.

**Work Experience**:

* Currently working as Process executive at Infosys BPM Limited – Bangalore from April 2022 to till date, under the payroll of Whyflex incorporation private limited.
* Worked as customer support executive at MM Technologies, Nagercoil from May 2021 to May 2022 for Australian, UK, Philippines, and U.S.A process.

**Technical Skills:**

* Expense audit – Mercury, Concur and GT&E.
* Tally – Journal, Ledger, and Balance Sheet.
* Oracle (GFIS) – Scheduling time frame. Experience in MS- excel, MS- Word, and MS- PowerPoint.
* Extensive experience in expense auditing in tools such as Mercury and Global Time and Expense.
* Proficient in MS- Excel.

**Process executive (April 2021 - current Date)**

Infosys BPM Ltd

* Review and audit the expense on Mercury tool.
* Verify that transactions comply with financial policies and procedures.
* Clearing customer queries through the emails regarding the claims.
* Assist with opening and closing new and year-end accounts.
* Develop and maintain accurate, up-to-date and concise work files.
* Check on the files to find the duplicate reports submitted.
* Audit the expense type such as business travel, regular expense, professional subscription expenses etc.,
* Resolving the queries with proper guidance related with concerned expense type
* Handled the client escalation mails and do calling for the escalated cases.
* Audit the expense type such as business travel, regular expense, professional subscription expenses etc.,
* Assist claimants, providers and clients with problems or questions regarding their claims and/or policies.
* Handled the audit function (internal and external).

**Customer support executive (April 2021 - current Date)**

MM Technologies.

* Positive, pro-active attitude and flexible approach.
* Provide accurate product information and serving as a knowledgeable resource to customer.
* Assisted my peers with floor support and supervisor calls while supervisors were unavailable.
* Attends to customer complaints and ensures that all complaints are dealt with in the shortest time possible and to the satisfaction of the customer.
* Evaluated Customer service assignments and determined actions required.

**Soft Skills:**

* Fluent in communication skills.
* Good in data maintenance.
* Problem Solving.
* Teamwork skills

**Educational Qualifications:**

* Bachelor’s degree in Computer from Sri Sankara Arts and Science college, Kanchipuram affiliated by madras University with 60 % CGPA.

* HSC from infant Jesus Matric Higher Secondary School, Kanchipuram.

* SSLC from Sharada vidya mandir Matric Higher Secondary School, Hosur.

**Personal Details:**

Father’s Name: Govindaraju

DOB: 27.03.1986

Gender: Female

Nationality: Indian

**Languages Known:**

Tamil- Speak, Write, Read

English- Speak, Write, Read

Hindi-Write, Read

**Declaration:**

I hereby declare that above mentioned information is true and fair to my belief and knowledge.

Place: Kalai Selvi

Date :