**Profile**

Over **three years of experience** managing the customer service operations. Proven ability in leading a large organization in a fast paced, rapidly changing environment. Major strengths in -

* Customer Support
* Handling Collections Calls

**Professional Experience**

* **VIP KKK Housing and Properties LTD**

**Team Leader**, 2011

* **HDB financial services**, Chennai

**Senior TeleCaller Executive**, 2008 - 2010

* **Optimus Clobal Services**, Chennai

**TeleCaller Executive**, 2007 – 2008

Three years of experience in customer support and client handling. To handle collection calls.

**Key Responsibilities**

* Examine all relevant particulars thoroughly pertaining to each and every problem and apply a suitable solution and notify the caller.
* Interact and communicate with other branches and departments to find out the source of internal problems and check their re-occurrence.
* Instruct fresh tele-callers and representatives in unit procedures and processes, telephonic techniques, official requirements and necessities and portfolio objectives.

**Education**

* **BCA** Madras University, Chennai

in year 2011

* **SRM College of Pharmacy**, Chennai

**D.Pharma** in year of 2006

* Model’s Girl Hr. Sec. School, Chennai

HSC in year of 2003

* Avvai Girls Hr. Sec. School, Chennai

SSC in year of 2001

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Operating System** | Windows 98/2000/XP |
| **Programming Languages** | MS-Office |

**Personal Attributes**

Self-Motivated, Energetic, Quick grasper, willing to learn new things and ability to think and develop process orientation of requirements. Can play as team members and provided support for team members in application of new ideas.

**Strength**

* Confident
* Team Player
* Organized

**Personal Details**

* Name Gayathiri Dhaksha
* Date of Birth 01/04/1986
* Nationality Indian
* Marital Status Single
* Languages English, Tamil
* Residential Address No. 7, R.S. Compound, Adyar

Chennai-600020.

* E-Mail Address **gayathiri\_dhaksha@yahoo.co.in**

**DECLARATION**

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

Place: Chennai **Gayathri. D**

Date: