**Usha Manogaran**

**Tel:** +91- 8056579876 **Email:** [ushadira@gmail.com](mailto:ushadira@gmail.com)

**Current Location :** Bangalore, Karnataka, 560030.

**Carrier Objective**

**Excellent communicator with 5+ years of experience in a demanding call centre environment and driven to exceed sales goals and build long term relationships with customers. Delivers positive experiences through high-quality customer care and Superior computer skills.**

**Work Profile History & Responsibilities**

* **Apr 2007 to Sep 2008 – Assistant Auditor in Row & Murthy, Ooty**
  + Maintaining Ledger Accounts, Voucher Checking and outdoor auditing to banks.
  + Communicated audit results to upper management through written reports and oral presentations.
* **Apr 2012 to Apr 2013 - Marketing Representative in Image Icon Pvt Ltd, Coimbatore**
  + Directed and coordinated marketing activities and policies to promote products and services.
  + Initiated market research studies and analyzed findings.
  + Analyzed business developments and monitored market trends.
* **May 2013 to Feb 2014 - Data Entry Processor in Tricom Infotech Solutions Ltd, Chennai**
  + Scanned documentation and entered into the database.
  + Obtained scanned records and uploaded them into the database.
  + Reviewed medical records for completeness and filed records in alphabetic and numeric order.
  + Telecalling, Sending mails to the customer regarding the products and fixing quotation to the products.
* **Feb 2014 to Jul 2014  Data Analyst in Deccan i - services, Chennai**
  + Entered numerical data into databases in a timely and accurate manner.
  + Scanned documentation and entered into the database.
  + Organized forms, made photocopies, filed records and prepared correspondence and reports.
  + Produced monthly reports using advanced Excel spreadsheet functions.
* **Jul 2014 to April 2020 Senior Customer Service Executive(Non-Voice) in HCL Technologies, Chennai**
  + Described product to customers and accurately explained details and care of merchandise.
  + Working for office depot by chatting with customers regarding online orders, Non-calls and working on service requests.
  + Maintained goals by meeting customer satisfaction, call times and upgrading of services.
  + Multitasked in Chatting to customers and documenting concerns in proper way.
  + Addressed customers inquires and ensured customers were directed to correct department to resolve issues if needed
  + Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.

**Customer Service Skills Acquired**

* How to act as the first point of contact for a customer.
* Handling complaints in a diplomatic way.
* Accurately updating customer records with information.
* Responding to customers who have special communication needs, such as language difficulties or disabilities.
* Quickly understanding a customer point of view and to empathise with them.
* Able to respond and adapt to the needs of all customers.
* Fully aware of all laws & regulations regarding data protection.
* Quickly processing information.

**Key Competencies**

* Excellent verbal and written communication skills.
* Ability to work with minimum supervision in a busy environment.
* Able to do repetitive tasks accurately over long periods of time.
* Working knowledge of MS Office software and spread sheets.
* Knowledge of Prequalifying prospects, Arranging call backs, Switchboard duties, Customer service Cold calling and

Resolving problems in timely manner

**Extra-Curricular activities/Awards**

* CSE Wizard award winner in HCL for last two years
* Got the Best Convincing Individual award.
* CSE Excellence award winner.

**Education**

* **Master in Computer Applications** from KGiSL Institute of Information Management, Coimbatore, affiliated to Bharatiar University, Coimbatore (2009-2012).
* **Bachelor of Commerce (B.com)** from Government Arts College, Ooty affiliated to Bharatiar University, Coimbatore (2006-2009).
* **Higher Secondary** from C.S.I Gell Memorial Girls Higher Secondary school, Ooty (2004-2006).
* **SSLC** from Dr. K.J.G Memorial Matriculation school, Ooty (2003-2004).

**Personal Strengths**

* + Strategic thinker
  + Strong time management
  + Creative and innovative
  + Good presentation skills
  + Action oriented and dedicated with a positive attitude.
  + Articulate and Prioritising work
  + Flexible and team Player

**Personal Details**

Permanent Address : D/O K.B. Manogaran, kilkavatty Village, Muthorai(P.O),The Nilgiris(Dist),

Tamilnadu - 643004

Date of Birth : May 06, 1989

Marital Status : Married

Nationality : Indian

Languages Known : English, Tamil and Badaga

I pledge and pronounce that all the above information is true to the best of my knowledge.

Place: Bangalore

Date : 16.11.2022

( Usha M )