RESUME

Malathi R

No.30, 19th main, 20th cross,

Thunga Road, SMS Layout,

JP Nagar, 5thphase,

Sarakki Agrahara, Email ID: [malathi2693@gmail.com](mailto:malathi2693@gmail.com)

Bengaluru – 560078 Mobile: +91 9900951622

**OBJECTIVE:**

To seek a challenge and responsible career that would allow utilizing my skills efficiently & effectively, provide ample growth, opportunities and self-development.

**PROFESSIONAL EXPERINECE**:

Overall five years of experience in redBus (Concentrix) as Senior Customer Support Representative.

**Customer Support – Seller Interface Team (SIT)-redBus – October 2020 to July 2023**

Responsibilities as a Senior Customer Support Executive:

* Customer will raise the complaint with regards to the bus issues like bus late, booked seat not allotted, boarding point change and many where in the call center agent will raise the case based on the issue of the customer.
* Based on the issues the cases will be assigned by the SME or Team Leader.
* Once the case is assigned to us we have to close the case based on the issue type.
* The issue has to be resolved based within 24hours from the case assigned to us. This is based on cases to cases.
* On daily basis we need to close 35 cases and at the same we need to reach the customer satisfaction, quality and many to achieve our target.
* On monthly basis quality feedback will be given to us so that we can concentrate on our soft skill and other improvements on the call.
* And same time team leader will also share the feedback with us towards the goal to achieve.
* Has a knowledge on the sales force application.

**Educational Qualification:** Bachelor of Commerce (B.com) from Bangalore University.

**Technical Skills:**

Operating systems: Windows 10 Microsoft Office 2007: MS Word, Excel, Outlook, Powerpoint.

Accounting Package:  Tally 7.2 & 9.0v (TCP)

**PERSONAL PROFILE:**

Father Name : Raja

Date of Birth : 07-05-1987

Marital Status : Single

Nationality : Indian

Religion : Hindu

Languages : English, Kannada and Tamil,