**SWAATHI B**

4/194 .I, Sri Annai Ayyammal Nagar,

Ondipudur (Post), Pattanam,

Coimbatore, TN- 641016.

Phone.no:7397173081

Email ID: [prabhuswaathi@gmail.com](mailto:prabhuswaathi@gmail.com)

**Professional Summary:**

To be a part of an esteemed organization and provide my skills and services to attain motivation through fullest commitment and cooperation with superiors and colleagues, in turn to enhance the Value of the Organization and my own skill set. Client-focused Sales Representative with [1 Year and 8 months] of providing solutions to customers. Solid understanding of [SAP Application and VMWare Application].

**Work History:**

TATA CONSULTANCY SERVICES - BPO Workflow Specialist Chennai, Tamilnadu

* I have worked in Home depot Credit card Chargeback Team for 1 year and 9 months as work flow specialist and it's a Financial & Accounting Process undertaking US banking customer credit card related queries and services.
* Sending supporting documentation and all information related to Customer queries for bank verification. .
* Verified data integrity and accuracy.
* Responded to customer requests via telephone and email and effectively answered questions and inquiries.
* Extracting the dump files and allocated no.of cases to every members for handling the customer queries.

**Skills:**

* Microsoft office.
* Able to work in VMWare Application.
* Ability to work with group.
* Leadership
* Presentation Skills
* Time management

**Education:**

* HSS: PSGG Kanya Gurukulam Hr. Sec School for Girls – 85%
* BBA: Business Administration PSGR Krishnammal College For Women, Coimbatore – 60%

**Extra-Curricular Activities:**

* Diploma in Yoga in college -68%
* Pursued Advanced Post Graduate Diploma in Computer Software and Application -78%

**Technical Qualification:**

* Basic Computer Knowledge.
* Work with MS Office, SAP Application and VMWare Application.

**Personal Profile:**

Father’s Name : K.L.Bhaskaran

Spouse Name : S. Mahesh Kumar

Date of Birth : 20 August 1996

Nationality : Indian

Married : Married

Languages Known : English, Tamil.

Mother’s Tongue : Telugu

**Declaration:**

Hereby I declare that the particulars of information and facts stated herein above are true, correct and complete to the best of my knowledge and belief.

Place:

Date: (Swaathi.B)