

Praveen S M

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Career Objective

Motivated and detail-oriented BPO professional with 2+ years of experience in customer service (voice and non-voice), technical support, and client relationship management. Seeking a challenging role in a dynamic BPO environment where I can leverage my communication skills and service excellence to deliver customer satisfaction and contribute to organizational growth.

Key Skills

- Voice & Non-Voice Process
- Customer Support (Inbound & Outbound)
- Email & Chat Handling
- Call Handling & Escalation Management
- CRM Tools: Freshdesk, Zoho, Salesforce
- Communication & Interpersonal Skills
- Typing Speed: 45+ WPM
- Conflict Resolution & Problem Solving
- Night Shift / Rotational Shift Flexibility
- Fluent in English, Tamil, and Hindi