

ELAVARASI ELANGOVAN

Client Servicing Professional

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CAREER OBJECTIVE

Seeking a position in Client Servicing in your organization to enhance and implement skills for the growth of the organization

CORE COMPETENCIES

Client Servicing

Data Management

Up-Selling

Escalation Handling

Communication Skills

WORK EXPERIENCE

Primus Cowork The Mesh (Proteus Ventures LLP) - (December, 2019 to May, 2020)

Guest Relations Manager

- Handled walk-in guest for co-working spaces
- Follow up calls related to meetings arranged (Trial for co-working)
- Manage daily data of walk-in customer

Yatra TG Stays Pvt. Ltd. (February, 2019 to October, 2019)

Senior Executive

- Coordinate with hotelier and customers for hotel booking
- Handled escalation issues related to booking sold out, price issues, check-in issues
- Manage data of customer on daily basis
- Verify hotel invoice details, GST details, Check-in and check-out dates as per client requirements
- Re-bookings of hotel or provide refund in extreme cases

Prime Ecom Solutions (February, 2018 to February, 2019)

Senior Customer Service Associate

- Draft emails and provide service details to customer
- Handled customer queries related to Tax, GST, PF withdrawals
- Payment follow up with customer and clients

First Source Solutions - Process COMCAST (August, 2017 to January, 2018)

Senior Customer Associate

- Handled chat queries of customer related to Internet connection, Television and App
- Up-selling of home security products
- Assisted customers in technical troubleshooting and provide solutions

Sutherland - Process DELL (December, 2015 to May, 2017)

Consultant

- Handled inbound customer queries related to technical issues
- Troubleshoot technical problems and provide solutions
- Assigned technicians for tickets raised on CRM
- Regular check on spare parts of laptop, computers, desktop, printer, etc. On client or customer requirements

QUALIFICATION

Bachelor of Commerce

University of Mumbai

Higher Secondary Certification

St. Annes Jr. College

PERSONAL DOSSIER

Date of Birth: 22nd February, 1993

Languages: English, Hindi, Marathi & Tamil

Hobbies: Cooking & Reading blogs

Elavarasi Elangovan

Date: