Ragini Kannan
Email: ragini206@gmail.com | Mobile: +46 727894334 | Location: Solna, Sweden
LinkedIn Profile: www.linkedin.com/in/kannanragini

Professional Summary

Proven professional with over three years of expertise in customer support, credit analysis, and data analysis. Adept at enhancing team performance, training colleagues, and creating detailed reports that support strategic decision-making. Currently advancing Swedish language skills and gaining hands-on experience through an internship. Motivated to contribute to organizational growth in customer support, finance, or data-related roles by leveraging adaptability and a passion for continuous learning.

Work Experience

Customer Service Advisor (Internship)
BSH Home Appliance AB | March 2025 – Present | Stockholm, Sweden (Hybrid)

- Streamlined invoice processing by working with SAP and Intrum, improving efficiency in the Service Finance department.
- Managed shared mailboxes for customer complaints and service finance, maintaining prompt responses and organized workflows.
- Coordinated payment collections and resolved disputes, achieving a high rate of successful resolutions.
- Followed up on disputed payment cases, ensuring customer satisfaction and timely payments.

Credit Analyst
Axis Bank | January 2021 – May 2021

- Conducted comprehensive credit risk analyses, ensuring compliance with financial regulations and policies.
- Maintained an impressive 95% accuracy rate while processing high volumes of credit applications.
- Enhanced workflows in credit processing, reducing turnaround time by 15%, improving efficiency and client satisfaction.

Customer Support Executive (Operations)
HDB Financial Services | November 2014 – June 2017

- Managed daily operational processes to ensure smooth and efficient customer support and loan processing.
- Conducted end-to-end documentation verification and compliance checks for financial services.

- Handled customer queries and collaborated with internal teams, resulting in improved query resolution rates.

- Optimized operational workflows to improve service turnaround time, increasing overall customer satisfaction.

Education

Amendo Utbildning

- Completed **SFI Kurs C & D**

- Currently pursuing **Grund Svenska som Andra Språk 2**

Master of Business Administration (MBA) – System Management
University of Madras | 2016

Bachelor of Science (B.Sc) – Computer Science
Shri Shankarlal Sundarbai Shasun Jain College | 2014

- Recognized as top performer in **Computer Architecture** for innovative project work.

Certifications & Skills

Certifications:

- Python Basics Certification (focus on data analysis and scripting)

- Project Management

- Typewriting Certification (2009)

Technical Skills:

- Advanced Excel (Pivot Tables, VLOOKUP)

- Data Analysis

- MIS Reporting

- SAP

- Python

Soft Skills:

- Strong teamwork, adaptability, cultural awareness

- Problem-solving

- Customer service

Professional Development

- Participated in workshops on customer relationship management and data analysis to remain current with industry trends.

Volunteer Experience

- Organized local community events, fostering teamwork and leadership abilities.

Additional Information

- **Languages:** English (Fluent), Tamil (Fluent), Swedish (Intermediate – Completed SFI C & D, Currently Pursuing Grund Svenska som Andra Språk 2).

- **Visa Status:** Dependent Visa (Eligible to Work in Sweden).

- Open to internship or job opportunities in customer support, banking, or data-related fields.