

PROFESSIONAL SUMMARY

Dedicated and results-driven customer support professional with five years of experience seeking a challenging position to leverage my exceptional communication and problem-solving skills in a dynamic and customer-focused environment.

EDUCATION

BE Bachelors of Engineering in Computer Science
Paavai Engineering College - Namakkal
Year of Graduation: 2015

EXPERIENCE

Company Name, Location - Hinduja Global Solutions, Bangalore

Semi-Voice Associate (2017-2018)

- Handle escalated concerns and collaborate with cross-functional teams to find swift and satisfactory resolutions.
- Demonstrated adaptability and a commitment to delivering exceptional customer experiences.

Company Name, Location -Info G Solution, Salem

Senior Executive in Semi-voice Process (2017 - Present)

- Maintained consistent performance in the same role, demonstrating adaptability and a commitment to delivering exceptional customer service.
- Acquired time management skills, making the most of my work hours to meet targets and contribute to team success.

PERSONAL AND TECHICAL SKILLS:

- Demonstrated ability to communicate clearly and professionally with customers through various channels, including phone, email, and live chat.
- Strong problem-solving and analytical abilities
- Proven ability to manage and prioritize multiple tasks
- Proficient in the use of Microsoft Excel for data analysis, reporting, and spreadsheet management.
- Ability to identify, analyze, and resolve customer issues efficiently, often requiring technical problem-solving skills.
- Ability to adapt to new processes, technologies, and changes in customer support strategies to meet evolving business needs.
- Proficient in utilizing remote support tools to assist customers with technical issues and provide step-by-step guidance.