



KOWSALYA M

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PROFILE

Detail-oriented worker with administrative experience. Successfully implemented innovative scheduling system to more efficiently organize meetings and schedules. Strong customer service and communication skills.

EDUCATION

Masters, Computer Application

Rajalakshmi Engineering College
Thandalam,
Chennai, Tamilnadu

Graduated; July 2016

Marks 74%

Division 1

Bachelor, Computer Science

Padmavani Arts and Science College For Women
Periyar University Board,
Salem, Tamilnadu.

Graduated, June 2014

Marks 82.5%

Division 1

12

Ganga Kavery Higher Secondary
State Board
Deevattipatty, Salem.

Graduated, March 2011

Marks 83.33%

Division 1

10

Govt High School
State Board
Konguppatty, Salem

Graduated, March 2009

Marks 90.4%

Division 1

WORK EXPERIENCE

Hdfc Ergo General Insurance

Senior Associate - Customer Experience Management. – Current

Key Responsibilities

- Review and Analyze on received payments/ instructions to determine whether to renew are not releases after due investigation by executing the necessary checks and controls
- Independently monitor and analyze, Cooperate and coordinate with other teams to ensure complete coverage of credit is received.
- Identity the needs of customers, resolve issues, and provide solutions.
- Up sell other products wherever possible. Ensure you follow the customer service script provided by the company for uniformity.
- Build sustainable relationships and engage customers by taking the extra mile.
- Monitoring for compliance with regulatory or internal policy requirements, and following up on situations where the existing collateral is insufficient to meet either internal policy or regulatory requirements.

Indusind Bank

Officer Customer Service. Jan 05 2022 -Aug 03 2022

Key Responsibilities

- Handling Bank Software CRM and Finacle.
- Resolved the customer queries and give a best service to the customer.
- Interact with customers to address their concerns, answer their questions and assist them with their needs.

Bullion Fox Commodity (P) Ltd.,

Customer Care Support

Key Responsibilities

- Advises present or prospective customers by answering incoming calls on a rotating basis, Support for the Account Opening, convince the customer needs, make clients happy
- Response the customer queries and explain the trade details,

SKILLS

- Excellent PC skills with a good proficiency in MS Office (word, excel, power point and outlook).
- Confident and comfortable with reporting tools and databases, able to quickly learn new systems.
- Work well under pressure and have ability to prioritize and multitask.
- Ability to work with multiple stakeholders and manage their expectations.
- Basic Knowledge in Risk & Control Self-Assessment (RCSA) and ability to review data and scenarios and make good decisions in a timely fashion.

COMPUTER PROFICIENCY

- Word 2010
- Excel 2010
- Power Point 2010

LANGUAGES

- Tamil
- English
- Telugu

INTERESTS

- Editing News
- Dubbing voice
- Learning something new
- Data Entry

PERSONAL DETAILS

Father's Name: Mr. Marinaidu
Birthday: April 10, 1994
Gender: Female

Marital Status: Single
Nationality: Indian

Declaration

I, Kowsalya, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Kowsalya.M

Salem, Tamilnadu