

# PALLAVI R

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Seeking a position in chat support and non-voice support to present my technical skills in the field in order to satisfy for the requirements of a company and to strive for the growth of company Where I can fully use my knowledge and skills for the success of the organization

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## TECHNICAL SKILLS

1. Good knowledge in BPO Sector for Banking
2. Having experience in **Chat support** and **Voice support**
3. Having good knowledge in **IRESOLVE**
4. Checking the status of the complaints using **ECRM**
5. Good knowledge and hands on experience in **Chat support**
6. Good knowledge and hands on experience on **ABHIGYAAN**
7. Working experience in **CTL**
8. Knowledge on **SAKSHAM**
9. Basics of **Talley ER9**
10. MS word, MS office, Excel

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## PROFESSIONAL EXPERIENCE

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|---------------------------------------------------------------------|---------------------|
| 1) Concentrix, Daksh Private Limited<br>White Field Shanthinikethan | March 2022– Present |
| 2) Teleperformance<br>Near Esteem mall Hebbal                       | Nov 2020 –Feb 2022  |

### Roles and responsibilities

#### Chat Support

1. Being a Chat Support I ensure prompt and proper resolution of customer queries by providing answers.
2. Engages Proactively
3. Multitasks Effectively. Handling more than one chat at a time. Replying customer questions, research account activity and notes, troubleshooting any issues
4. Providing the help documentation and any number of other tasks
5. Understanding the trigger statements
6. Good experience in Credit card
7. Having good experience in typing

#### Voice Support

1. Providing the details for the customer regarding retail banking and debit card
2. Good written communication skills
3. Good knowledge on read and comprehend various accents
4. Should be working in a fast-paced environment
5. Providing good customer service skills
6. Computer skills

## EDUCATION

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Maharani women's college -Bangalore  
B. Com (2017-2020)  
Percentage – 78%

Cauvery College-Bangalore  
PUC (2015-2017)  
Percentage-68

Sri Vinayaka vidya Kendra school  
Percentage-76

## DECLARATION

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I here declared that all the above information is true to the best of my knowledge

Place: Bangalore

Pavithra R