

Vasanthi R
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Career Objective: To be a part of an organization which constantly strives to be a global leader in providing world-class customer service, where customer satisfaction is the key to success, with diligence and hard work in the interests of the organization and in self-interests too.

Professional Experience

<u>Designation</u>	<u>Employer</u>	<u>Duration</u>
Customer service officer	Andromeda Pvt Ltd	13.04.2010 to 24.09.2011
Senior Customer Service officer	IBM	15.02.2011 to 20.10.2013
Senior Customer Care Executive (priority Clients)	Standard Chartered Bank	20.11.2013 till date.

Academic qualification

B.Com – Kuvempu University	2012-13.
PUC – Pre – University Girls' College	2009-10
SSLC - Premier Convent	2007-08

Core Competencies

Job Responsibilities performed as a Customer Support Officer

- Handled Customer service calls in regard to credit card and Debit card issue.
- To serve as a primary contact person for Credit and banking related of account holders for advice, enquiries, complaints, and other service related issues.
- Cross Sell various products of the bank and achieve monthly targets.
- Provide customers with product and service information
- Recognize, document and alert the supervisor of trends in customer calls.
- Identify, research, and resolve customer issues by going extra mile.
- Complete call logs and reports within the TAT.
- Recommend process improvements.
- Follow-up on customer inquiries, requests and complaints which is escalated.

Job Responsibilities performed as Incubation Coach - Acting TL

- *Responsible for supporting, coaching, developing, and supervising a team of 10-15 agents who serve as a primary contact person for Credit card holders for advice, enquiries, complaints, and other service related issues.*
- *Supervising the team especially on disciplines such as quality, case and call management, communication adherence, escalation management, and customer management, including soft skills.*
- *Manage, Motivate and Coach agents to ensure that the performance is optimized.*
- *Coaching Officers how to Cross sell various products of the bank & increase the revenue at the contact center*
- *Call Monitoring*
- *Set Learning Curve Pass Rate, Review Results, Deal with individual Performance and Manage delivery of Customer Care Service*
- *Maintaining Productivity standards of the Agents*
- *Develop agents as individual performer as per business requirement*
- *Identifying and reporting training needs.*

Recognition and achievements

As a CSO

- *I was consistently rated as a best CSO and I have got good rating in the appraisal.*
- *I was voted as best CSO for the year.*
- *Upon my performance I was promoted as Incubation Coach*

As an Incubation Coach

- *Was handling more than 6 Batches as an Incubation Coach.*
- *Nominated for Rewards & Recognition for Working Extra Miles in the organization*
- *Nominated for Rewards & Recognition as the 80% of the team achieved EUCA Project.*

Personal details

Date Of Birth:	<i>20.12.1991</i>
Marital Status:	<i>Single</i>
Languages Known:	<i>English, Tamil and Kannada.</i>
Nationality:	<i>Indian</i>
Personal Interests:	<i>Learning new things.</i>

Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Vasanthi R

Bangalore

Date:

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