

ARUNA HARISH

Manager

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Address

No 70 R.E Apartments,
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Chennai 600033

Profile Summary:

Working as a Manager in HDFC Bank, trained in handling senior management complaints. Proficient time management and communication skills. Prepared to deliver first hand and quality results as per company policy.

Work History

Sep 2015 – Present

Manager

HDFC BANK, Chennai

- Review and find solutions for customer complaints in an empathetic manner.
- Resolves all unresolved complaints written to nodal officer and MD desk apart from grievance complaints.
- Coordinating with related departments for resolving the complaints and providing update to MD desk.
- Auditing the quality of all departments related to credit cards.
- Gather facts, analyze the root cause of complaints, and draft report on findings.
- Process customer request and response to customer on email according to the rules set by the company.
- Hands on experience on Talisma8.5, CBCI, Customer Relationship Management Software(CRM), APS, Sprinkl and Flex cube.
- Assure ownership over team productivity and managed work flow to meet or exceed quality service goals.
- Maintain till date knowledge of product and service changes.

Nov 2011-Jan 2013

HR Coordinator

HEWLETT PACKARD PVT LTD, *Chennai*

- Worked as backbone for HP recruiter for hiring the candidate on the system and generating, the offer letter.

Resume

- Worked in background verification for the recruited candidate.
- Helped managers to create vacancy on system by duplication.
- Worked during Taleo upgradation.

July 2010 –Nov 2011

Phone Banking Officer

HDFC BANK, *Chennai*

- Handled customer complaints in a professional & effective manner.
- Maintained the service quality customer service standards for the department.
- Experienced in doing Payments / Fund Transfer for the bank customers.
- Assisted the customers in terms of maintaining good relationship with the bank.
- Worked on DMS, RAP and Finware.

Apr 2008- July 2010

Customer Support Executive

IBM DAKSH, *Chennai*

- Worked for Citibank credit card process.
- Handled customer complaints in a professional & effective manner.
- Assisted the customers in terms of maintaining good relationship with the bank.
- Played a Role of SME (Subject Matter Expert) and handled escalation calls.
- One of the executive to handle the customer calls during system upgradation and helped clients for improvement of the system.
- Conducted huddles for new Joiners and to Process knowledge for the team.

Education

June 2006- Apr 2008

Madras University, Chennai
Master of Science, Applied Microbiology

June 2003-March 2006

Madras University, Chennai
Bachelor of Science, Microbiology

Skills

Verbal and written communication.

Resume

Customer Relationship Management Software.
Email management.
Excellent time management skills.
Effective problem solver.
Leadership skills.
Possess a good teamwork skill.

Hobby

Interested in creating Videos, preparing greeting card etc..