




# Jebapriya M


## Senior Customer Service Specialist

An Independent, self-motivated, responsible and teamwork-oriented graduate with substantial experience in Data Management and multi tasking, possessing a Bachelor's degree in Mathematics, willing to work and grow in an European Country to expand my knowledge in the position I'm being put into.

 hannahjeba5@gmail.com

 9176431261

 Chennai, India

 22 April, 1992

## WORK EXPERIENCE

### Senior Customer Service Specialist Global Analytics India Pvt. Ltd.

06/2020 - Present

Chennai, India

#### Achievements/Tasks

- Conducting thorough review of inbound non-voice transactions.
- Handling repetitive but sensitive transactions of a financially regulated business
- Maintaining high degree of accuracy
- Handling short term assignments which are transactional in nature within timelines
- Handling multiple chats and emails simultaneously
- Being up-to-date with changes made in policies & process steps

### Partner Care Executive GOD TV

10/2015 - 03/2018

Chennai India

Leading International Christian Media Network

#### Achievements/Tasks

- Expertise in handling critical tasks, meeting timelines and multi-tasking.
- Handled both inbound and outbound calls of Partner from different parts of the world.
- Responsible for solving queries and complaints raised by Partners via emails and letters.
- Processing Donations in various forms.
- Raising funds during crucial times.
- Worked with large data files with accuracy.
- Co-ordinating with Finance team regarding the funds received.

### Technical Assistant Renault Nissan Automotive India Private Limited

08/2014 - 09/2015

Chennai, India.

Joint venture of Renault and Nissan in India.

#### Achievements/Tasks

- Responsible for creating claims for defective parts.
- Data Reporting.
- Co-ordinating with Managers to approve the claims raised.
- Department filing and document management.
- Responsible for Travel Arrangements (domestic & international) and Travel Reimbursements.
- Co-ordination with other departments for timely execution of tasks.

## SKILLS

Team Worker

Flexible

Confidence

Problem Solving

Quick Learner

Results Orientated

Time Management skills

Good Communication Skills

Multi-tasking

Well Organized

Analytical Skills

Dedicated

Responsible

## TECHNICAL SKILLS

Microsoft Office (Excel, Word, PowerPoint, Access, Outlook)

Corel Draw

Google Suit

Operating System (Windows & MAC)

Spreadsheets

Communication tools

## ACHIEVEMENTS

Quality (06/2020 - Present)

Maintaining quality of 96% in the current position.

Maintained Customer satisfaction rate of 95% in GOD TV (2015 - 2018)

## LANGUAGES

English



Tamil



Hindi



## INTERESTS

Learning New Languages

Painting

Travelling

Gaming

Cooking

Music

Baking

Fitness