



PRAGADEESH P



CONTACT

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OBJECTIVE

Career objective: To work in a globally competitive environment on challenging assignments that shall yield the twin benefits of job satisfaction and a steady - paced professional growth. Three years as a customer service specialist in International non voice process handled high volume service through CRM and chat tools. Servicing US customer , review their queries and resolve it from my end using the tools offered by the process. Apart from individual work or task, mentored small teams of trainees on providing quality service, maintaining customer relations, and creating good guesture to work and infrastructure.



EDUCATION

Holy Angel's Matric Hr. Sec School

2010

10/SSLC
90.8%

SPK Matric Hr. Sec School

2012

12/HSC
91.2%

Hindusthan college of Engineering and Technology

2017

BE Mechanical Engineering
7.0



EXPERIENCE

(24)7.ai

2018 - 2019

Digital Interactive Agent

- **Worked as an Interactive Agent, assisted US customers with their Satellite Radio system account, under chat platform. The Job role included:**
 - **Addressing the query.**
 - **Ability to Empathize the customer.**
 - **Taking Initiative to help the customers**
 - **Analyzing the cause, redirect them to the relevant team to fix the issue.**
 - **Provided basic troubleshooting helps.**
 - **Also handled the account management and billings.**



SKILLS

Typing
Communication and Presentation
Customer Handling
Flexible to work
Analytical skill
Accuracy and Time Management
Quick learner



ACHIEVEMENTS & AWARDS

Efficient worker from (24)7.ai company



LANGUAGE

English
Tamil



PERSONAL DETAILS

Date of Birth : 21/01/1995
Marital Status : Married
Nationality : Indian
Gender : Male

As a client advisor, advised US credit card holders of Citi bank on credit management, basic account operations, payments and transaction details on their account. Addressing query, analyzing the cause and providing resolution was my job role .

- **•Handled all type of Credit Card Operation like Making payment, Transaction Monitoring, Analyzing the transaction history and overall Account management.**
- **•Address the query via chat platform.**
- **•Give first call resolution to customers.**
- **•Helping the Clients or Customer with quick and easy resolution.**
- **•Do cross sell over the chat**



INTERESTS

- Traveling, Listening Music.



GENERAL DETAILS :

Father's name : Mr. Panneerselvam.S

Experience in total : 3 years

CTC in current : 4 lpa.

EXPECTED CTC : As per norms



CERTIFICATE

- Online Course - Digital Marketing



URL :

- LinkedIn : <https://www.linkedin.com/in/pragadeesh-p-90a7b2148>



DECLARATION

I do hereby declare that all the details mentioned above are accurate to the best of my familiarity and confidence.

Pragadeesh P