

A.DINESHKUMAR

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CAREER OBJECTIVE

To build a career with a leading corporation with committed and dedicated people, which will help me to explore myself fully and realize my potential. I am willing to work as a key player in a challenging and creative environment.

EXPERIENCE SUMMARY

- Around 5 years of professional experience in Customer Service and Marketing Management.
- Proficiency with MS Excel/Powerpoint
- Providing advice, information and assistance to customers.

AREA OF EXPERTISE

Operating systems : Windows XP/Windows 7

Application Software : Microsoft Office 2010/13

Handling calls /Query resolution/Customer service/Handling complaints : Can communicate effectively with people from diverse backgrounds

EDUCATIONAL QUALIFICATION

- BCA in (2013) from Pachaiyappa's College with 78% - Madras University

PROFESSIONAL EXPERIENCE

- Worked as a **SAMSUNG EXPERIENCE CONSULTANT** in SAMSUNG (DEC-2014 – DEC 2019).
- Working as an **SENIOR ACADEMIC COUNSELOR** in **VEDANTU** Ltd., Chennai. (APR 2020 – TILL DATE).

EXPERIENCE DETAILS

Designation Retail Sales Consultant **Role & Responsibilities** • To promote the **SAMSUNG** products to the customers

- Given training about new launches to my team. It helps to implement product knowledge.
- Test product knowledge to my team weekly once through conducting test.
- Responsible for the selling of technical items of the company.
- Interact with customer to fulfill their needs.
- Taking feedback for our new product and existing product from the customer.
- Responsible for increasing the market cover of the company and awareness about the product
- Making daily, weekly and monthly reports.

Designation Customer Care Associate **Role & Responsibilities** • Direct customer complaints handling related to product.

- Given a proper service to fulfill the need of customer.
- Understand the customer situation based on taking feedback timely.
- Make the coordination with accounts department.
- Answering general phone inquiries using a professional and courteous manner.
- Process documentation and preparing reports relating to customer complaints.
- Attending escalation calls apart from taking normal calls.

PERSONAL TRAITS

- Strong organizational and interpersonal skills are combined with a commitment to contribute towards an efficient work environment.
- Results oriented, motivating, with highly developed skills in computer systems technical support

and analysis. Strong points include mainframe knowledge, training and development. • Proactive and detail oriented individual who works well under pressure.

PERSONAL DETAILS

Father's Name : AZHAGESAN.E

Date of birth : 27-05-1993

Marital Status : Single.

Languages known : English, & Tamil

Permanent Address : NO 141 Mariyamman Koil Street,

Virpattu village,

Kalaiyur Post Gingee Taluk,

Villupuram District, 604206.

India.

DECLARATION

I hereby declare that the information mentioned above is true to my knowledge. I assure that I would render my full efforts for the task assigned and sincerely work for the best outcome.

Thanks & Regards
A.DINESHKUMAR.