


AR

ABISHEK RAJ E.J.

PERSONAL INFO

 hugiraha@gmail.com +91-9789965158 St. Thomas Mount,
Chennai -600016,
TamilNadu,
India.

SKILLS

Credit Card Processing



Excellent

Order Fulfillment



Excellent

Complaint Resolution



Very Good

Listening



Excellent

Report Preparation



Excellent

Receiving Report



Good

Professional Telephone Demeanor



Excellent

LANGUAGES KNOWN

- English 
- Tamil 
- Telugu 

SUMMARY

- Hardworking Customer Service Representative with 2 years of experience working with order fulfilment & support services. Trained in project and time management with extensive knowledge of customer's need and product delivery and proven multitasking abilities.

- Motivated professional well versed in building productive relationships and resolving complex issues.

WORK HISTORY

March 2019 - Current CSR

- Rr Donnelley & Sons Co. Chennai, Tamilnadu

- Answered constant flow of customer calls with up to 36 calls in queue per day and closed more over 100 cases per week.

- Suggested new procedure to persuade cancelling customers to stay with company.

- Communicated with vendors regarding back order availability, future inventory and special orders. Also kept the customer posted on loop about the status.

- Maintained customer satisfaction with forward thinking strategies focused on addressing customer needs and resolving concerns.

- Entered customer interaction details in Salesforce to track requests, document problems and record solutions offered.

Nov 2017 - Nov 2018

Cold Caller

- Zealous Services. Chennai, Tamilnadu

- Generated minimum of 6 new leads and 10 sales day.

- Made average of 40 to 60 outbound calls per day.

- Delivered prepared sales pitch from script and persuaded potential customer to purchase product or service.

EDUCATION

2013-2017

Bachelor of Engineering in EEE

DMI College Of Engineering,
Chembarambakkam, TamilNadu.

2012-2013

Higher Secondary

National Mat. Hr. Sec. School,
Chennai, TamilNadu.

2011-2012

S.S.L.C

National Mat. Hr. Sec. School,
Chennai, TamilNadu.

HOBBIES & INTERESTS

- Fitness
- Adventure
- Motorcycle
- Road trips