

Prateek Khindri

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304/8 Yara Avenue, Rozelle, NSW-2039

Resume Objectives

Seeking to secure a challenging position in an organization using my customer service and administrative procedure experience learnt from a diverse range of industries, to contribute to the development of the organization and be an asset to the company. Ability to work as a team, hardworking, flexible and a quick learning attitude are some of my major strengths. I look forward to a challenging profile to create a position for myself and the organization with optimum utilization of my knowledge, skills, and past work experience.

Availability

Available full time.

Relevant Work Experience

Compass Corp (Artarmon, North Sydney)

Senior Claims Consultant – Indigo Priority (AMS) and Customer Service Specialist (Claims – Non-drive)

April 2019 – Present

- Actioning AMS claims (driveable and non-drives) in timely manner and as per company standards
- Providing a detailed description of our service on the initial call to the client and objection handling any concerns that clients may have in relations to using our service
- Liaising with different insurance providers to have the service requests completed on time avoiding any delays
- Providing regular updates to AMS and making sure all follow up requests from clients and repairers are actioned in a timely manner
- Liaising with the BDM'S and depots to resolve any concerns that clients may have about our hire cars
- Portfolio management and raising any concerns with the team leaders and higher management
- Providing exceptional customer service to all clients and any related key stakeholders
- Building a strong relationship with clients by providing regular updates on their claim to try and make their repair process as less hassle free as possible

MasterCard Loyalty Solutions Australia (St Leonards, NSW Australia)

Customer Service Consultant / Floor Support / Admin Support (Rewards and Redemptions)

March 2017 – March 2019

- Establishing a 4-point security check before disclosing any information to the primary cardholders and stakeholders
- Providing an overview of the different credit cards and frequent flyer programs to the customers and stakeholders

- Undertaking member manager tasks – activation, changing e-mail address, providing temp password, resend e-gift card
- Providing a hierarchy of the different earning rates and points cap to the customers
- Performing cashback redemptions, Annual fee Rebates, Premier Advantage Mortgage Rebates for the customers
- Activating Caltex, Myer, JB-Hi Fi gift cards for the customers over the phone
- Providing a clear difference between a priority pass, Qantas Lounge pass and American express Lounge when applicable to a particular credit card highlighting the despatch times and correct procedures to obtain the passes.
- Providing and updating failsafe for orders above \$5000 and e-parcel for orders between \$2000 - \$4999 by liaising with the warehouse
- Providing the basics of travel insurance and start up bonus points to the customers and stakeholders
- Providing an option of pay with points to the customers by assisting them with the different product redemption offers available with Mastercard

Telstra Corporation Ltd. Castle Towers, Castle Hill NSW

Customer Sales and service consultant

May 2016 – February 2017

- Answering queries by clarifying desired information of customers related to telecommunications
- Upgrading new plans and mobile deals for the customers
- Enhancing the sales of the store by up selling and cross selling the deals

- Maintaining RAD score and net promoter score exclusive to Telstra

Coca- Cola Amatil (St Leonards, NSW Australia)

Inbound Customer Care Consultant

March 2015 to April 2016

- Determining requirements by working with customers
- Answering inquiries by clarifying desired information; researching, locating and providing information
- Resolving problems by clarifying issue; exploring and implementing solutions, escalating unresolved problems
- Selling additional services by recognizing opportunities to up-sell accounts; explaining new features
- Maintaining call centre database by entering information
- Enhancing organizational reputation by accepting ownership for accomplishing new and different requests and exploring opportunities to add value to job accomplishments

Educational Qualifications

Bachelor of Civil Engineering

UTS (University of Technology), Sydney

Achievements and Awards

- Have worked as an extra in TV commercials, TV shows and soap operas

- Completed a series of courses involving personality development and leadership
- Have transferable skills such as needs assessment, developing and implementing short term and long-term care plans, risk assessment and minimization
- Aware of brand marketing, pricing, and positioning
- Have good Quantitative and Qualitative Analytical Skills
- Proficient in Microsoft Office and excel

Hobbies and Interests

Arts – Acting, video shooting and editing, game design, playing guitar

Sports – Badminton, kickboxing, gymnasium

Leisure – Discovery, philosophy, video gaming, software development

References

Available upon request