

Chandrasekar R

Coimbatore

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Career Objective

To leverage my 4+ years of experience in customer support and operations to contribute towards organizational growth, while enhancing customer satisfaction and developing my professional skill

Professional Summary

Customer Support Executive with 4+ years of experience in operations and client relations. Proven ability to handle customer queries, improve service quality, and maintain effective communication across teams. Skilled in Microsoft Office, CRM tools, and professional management with strong interpersonal skills.

Professional Experience

Customer support Executive – Vela Hospital, Coimbatore

Sep 2024 – Present

- Assisting patients and their families with inquiries and support services.
- Coordinating between medical staff and administration to ensure smooth service.
- Maintaining accurate records of customer interactions and patient service reports.
- Contributed to reducing patient wait-time by improving appointment scheduling.

Customer Support – GCT Groups, Coimbatore

Mar 2023 – Aug 2024

- Handled customer queries and provided timely resolutions to enhance satisfaction.
- Supported the implementation of customer feedback mechanisms, improving service ratings.
- Provided detailed product and service information to clients.
- Recognized for consistently achieving high customer service quality scores.

Operations Executive – Shanthi Gears Ltd, Coimbatore

Jul 2020 – Feb 2023

- Managed day-to-day operations and customer support activities.
- Coordinated with cross-functional teams to ensure timely order fulfillment.
- Resolved client concerns effectively, leading to stronger business relationships.
- Played a key role in streamlining reporting processes, improving efficiency.

Education

B.Sc. Electronics and Communication – 2018

Certifications

- Professional Management
- Microsoft Office
- Customer Relationship Management

Key Skills

- Customer Relationship Management (CRM)
- Team Work & Collaboration
- Multitasking
- Problem Solving
- Communication & Interpersonal Skills
- MS Office Tools

Languages Known

Tamil, English, Telugu

Personal Details

Date of Birth: 16/02/1995

SIGNATURE: Chandrasekar

DATE:

PLACE: Coimbatore