

AJAY KUMAR U
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CAREER OBJECTIVE

To get an opportunity where I can make the best of my potential and contribute to the organization's growth. To enhance my skills by taking on this challenging position and expanding my knowledge.

QUALIFICATION MASTERS:

Master of Business Administration with HR and Logistics-(2021-2023)
Sree Saraswathi Thyagaraja College, Pollachi (Bharathiyar University) **Percentage:70%**

BACHELORS:

Bachelor of business administration With international business-July, 2018
-April, 2021 Nehru arts and science college, Coimbatore (Bharathiyar University)
Percentage:65%

INTERNSHIP

Under gone training at “**E-recruitment of LL FAST SPORTS**” at Coimbatore from **June 27 to December 29, 2020** for development and personal experience under the guidance of General manager.

Under gone training at “**Mysuccessacademy**” as a trainee of recruitment and selection process
From **14-07-2022 to 25-08-2022**.

COMPUTER PROFICIENCY:

Msoffice, SQL.

PROFESSIONAL EXPERIENCE

Home Credit India Finance Pvt Ltd

Digital Servicing Specialist (06/2023-06/2024)

- Email and chat processing refers to the systematic handling, organization, and analysis of emails using specialized tools or software.
- Focuses on sending, receiving, and processing emails for a company.
- Utilized analytics tools to track customer feedback, providing insights for product and service improvements.
- Collaborated with cross-functional teams to escalate and resolve complex issues, ensuring customer satisfaction and retention.
- Manage large amounts of Tickets and closing the tickets within the TAT.
- Identify and assess customer's needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.

- Provide accurate, valid and complete information by using the right methods and right tools.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits.
- Keep records of customer interactions, process customer accounts.
- Follow communication procedures, guidelines and policies
- Perform independent check of KYC information provided by Back office.

EXTRACURRICULAR ACTIVITIES:

- Participated In“public communication and startup and entrepreneurship-2020”.
- Got certificate in facebook ads and marketing-lead generation pro 2021
- Got certificate in ethical hacking
- Exceed in Msoffice.

CO-CURRICULARACTIVITIES:

- Attended NATIONAL LEVEL AIMS CONFERENCE held in Guru Nanak Institute Of Management Studies,MUMBAI.
- Attended Student exchange programme at ICBM Student of Business Excellence,Hyderabad.
- Attended student exchange programme at MSM MEERUT,UTTARPRADESH
- Participated in BUSINESS PLAN 2023 at MSM Meerut

INTERESTS

Selflearning,music,travel

PERSONALINFORMATION

Gender	:Male
Date of Birth	:June 21,2001
Marital Status	: Unmarried
Languages Known	:English,Tamil,Malayalam
Permanent Address	:Griha lakshmi bhavan,mangode,pudunagaram,palakkad 678503

I here by declare that above mentioned information is correct and best to my knowledge.

Place:

Date:

(Ajay kumar u)