



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.
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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.
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CO-CURRICULAR ACTIVITIES:

- 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, UTTAR PRADESH
 - Participated in BUSINESS PLAN 2023 at MSM Meerut
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INTERESTS

Self-learning, music, travel

PERSONAL INFORMATION

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 hereby declare that above mentioned information is correct and best to my knowledge.

Place:

Date:

(Ajay Kumar U)