

Vinay Prasad J

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EXPERIENCE

HRH NEXT PVT LTD, Bengaluru — *Customer support Associate*

Nov 2021 - Dec 2022

Job Role and Responsibilities:

- Maintaining customer relationship by responding to inquiries; documenting actions.
- Preparing for customer inquiries by studying products, services, and customer service processes.
- Responding to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer.
- Records customer inquiries by documenting inquiry and response in customers' accounts.
- Improving quality service by recommending improved processes; identifying new product and service applications.
- Updating job knowledge by participating in educational opportunities.
- Accomplishes customer service and organization mission by completing related results as needed.

EDUCATION

NATIONAL HIGH SCHOOL, Bengaluru — *SSLC*

2013 - 2016.

RPA COMPOSITE PU COLLEGE, Bengaluru — *PUC*

2016-2018

GOVERNMENT SCIENCE COLLEGE — *BSC*

2018 - 2021

OBJECTIVE

Aspire for a challenging and rewarding career in a dynamic organization offering opportunities for learning and achievement, by effectively using the conceptual skills and knowledge gained through my academics.

SKILLS

Software Skills

- Operating systems.
 - a) MS-DOS
 - b) Windows 8
 - c) Windows XP
- Software Packages.
 - a) Microsoft office-2010

MANAGEMENT SKILL

- Leadership
- Supervision
- Motivational Skills

HOBBIES

- Trekking
- Traveling
- Chess
- Star gazing

PERSONAL STRENGTH

- Quick decision making.
- Excellent oral and written communication Skill.
- Proactive and self motivated.
- Aptitude to adapt with the changing technology.

LANGUAGES

- English
- Kannada
- Hindi
- Tamil

