

# Shwetha Karthik

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# 23/11 "Aashirvada"  
1<sup>st</sup> Floor, 23<sup>rd</sup> Main Road,  
Giri Nagar T Block,  
(Near St. Pal English School)  
Bangalore 560085

## Career Objective:

To work in learning and challenging environment, utilizing my skill and knowledge to be the best of my abilities and contribute positively to my personal growth as well as growth of the organization.

## Academic Qualifications:

Qualification	Board	Institution Name	Year of Passing
SSLC	Karnataka secondary education board	Girijamba girls high school	May 2000

## Work Experience:

Company Name	Destination	Product	Experience
Alpha Customer care Pvt Ltd	Senior Customer Support Executive	Stovekraft (Pigeon)	Nov 2018 to Till Date
Sukruthi Pvt Ltd	Senior Customer Support Executive	Banking process	Feb 2015 to Jul 2018

## Description of Work Experience:

**Senior Customer Support Executive:** Handling Calls, providing resolution in mail, whatsapp to the customers, Chat support, handling escalation calls as a senior agent.

**Sukruthi Pvt Ltd [Senior Customer Support Executive]:** collecting details from customers for loan approval.

## Inter Personal Skills:

- ❖ Confident and Determined.
- ❖ Ability to cope up with different situations.
- ❖ Positive attitude.
- ❖ Patient listener and good communicator.
- ❖ Handling the Customer.

### Languages Known

To Speak	To Read	To Write
Kannada	Kannada	Kannada
Telugu	Telugu	Telugu
English	English	English
Hindi	Hindi	Hindi
Tamil	NA	NA

### Personal Details:

Name : Shwetha Karthik

Date of birth : 18<sup>th</sup> March 1985

Spouse's Name : C J Karthik

Nationality : Indian

Gender : Female

### Declaration:

I, Shwetha Karthik, hereby declare that the particulars of information and facts stated above are true, correct and complete to the best of my knowledge and belief.

**Place:** Bangalore

**[Shwetha Karthik]**