

# Gayathri K

Customer Executive

## Contact

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## Skills

Issue escalation  
Upper intermediate

Payment management  
Upper intermediate

Documentation and notes  
Advanced

Relationship building  
Upper intermediate

Company policy adherence  
Advanced

Complaint resolution  
Upper intermediate

Multi-line phone talent  
Upper intermediate

## Software

MS Office (Vice versa)  
Upper intermediate

Experienced Office Management and Administration Professional experienced optimizing productivity, efficiency and service quality across various environments. Highly dependable, ethical and reliable support specialist and leader that blends advanced organizational, technical and business acumen. Works effectively with cross-functional teams in ensuring operational and service excellence. Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options.

## Work History

2017-06 -  
2022-07

### Customer Support Executive

- DTDC Express Limited (Cargo&logistics), Chennai*
- Escalated critical customer issues to supervisor immediately to avoid lost revenue and canceled policies.
  - Developed working relationships with internal and external customers while assisting with account management duties.
  - Resolved customer billing errors by researching issues in system and reduced 50% of revenue leakage, asking open-ended questions, and determining root causes of problems.
  - Employed comprehensive benchmarks to establish and monitor customer service standards.
  - Provided company information and policies to customers upon inquiry and answered questions via phone, email, or online chat.
  - Assessed customer service trends and evaluated complaints to determine areas in need of enhancement.
  - Corresponded with delinquent customers to collect payments and make billing arrangements.

2016-06 -  
2017-06

### Customer Service Executive

- Vertex Customer Solutions, Chennai*
- Developed customer service policies and procedures to meet and exceed industry service standards.
  - Participated in team meetings and training sessions to stay informed about product updates

# Languages

English and Tamil

Intermediate

and changes.

- Managed over 50 calls per day to resolve customer queries and delivery support
- Tracked customer service cases and updated service software with customer information.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.

## Education

2013-06 - 2016-07	<b>B.COM: COMPUTER APPLICATION</b> <i>UNIVERSITY OF MADRAS - Chennai</i> GPA: 72
2011-06 - 2013-06	<b>H.S.C</b> <i>Sri V Ramakrishna School - Chennai, TN</i> GPA: 60
2010-06 - 2011-06	<b>S.S.L.C</b> <i>Sri Mahaveer Jain School - Chennai, TN</i> GPA: 60

## Affiliations

- Got Best customer support executive for the year - 2018
- Managed critical escalations and customer query support

## Accomplishments

- Processed new accounts and suggested additional products and services, increasing purchases by 42% on average per account.
- Boosted customer call intake from an average of 20 daily calls to 40 - 50 calls by asking open-ended questions and making effective suggestions.
- Received **Best Customer Support** outstanding client engagement with customers for 2 (2018 -2019) consecutive quarters.