

Contact HR Consultant for CV No: 341587

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**CAREER OBJECTIVE**

professional summary

Worked as a Tele underwriter and Senior Customer Service Associate with Allianz Cornhill Trivandrum, Techno park and also as a Quality Analyst with Sutherland Global Services, Cochin and my process was Equifax which is one of the major Credit Bureaus in the US. My job role was to help US customers in getting their Credit Report. My responsibility is to monitor Consultants calls and deliver feedbacks in order to improve the Quality in Communication and Resolution. Also worked with TRX – EXPEDIA as an Officer Process in Ticketing.

Excellent Organizational and communication skills and aspiring for a challenging career in a well established Multinational company, where I can fully utilize my experience, personal skill and education. I would like to grow in such an organization that offers dynamic environment where performance is demanded and rewarded.

EXPERIENCE

**Organization : Allianz Cornhill Information Services**

**Designation : Senior CSA**

Duration : May 2014 to June 2015

RESPONSIBILITIES

* Educating customers about different types of Insurance
* Teleunderwriting based on rules
* Handling the escalation calls

PREVIOUS EXPERIENCE

**Organization : Sutherland Global Services, Cochin, India.**

**Designation : Quality Analyst**

Duration : November 2011 to April 2014

RESponsibilities

* Training Agents how to adhere Quality Parameters.
* Internal Call Calibration.
* Monitoring Calls.
* Taking huddles for Consultants.
* Giving feedbacks based on Audits.
* Preparing Calls for Client Calibration.
* Interaction with the clients to discuss about the Quality Status.
* Ensuring Customer Satisfaction
* Preparing Targets daily, weekly and Monthly basis

PREVIOUS EXPERIENCE

Organization : TRX Technologies Private LTD

Designation : Officer Process

Duration : June2010 to July 2011

personal strength

* Well-developed research and analytical abilities.
* Ability to handle the responsibilities independently.
* Good team player.
* Excellent interpersonal skill.

soft skills/tools

* Microsoft Windows XP,Vista, 7,
* MS Excel 2003/2007/2010.
* MS Word 2003/2007/2010.
* MS Outlook 2003/2007/2010.

academic qualification

* **Bachelor Degree** in Business Administration.(2006-2009)
* **Plus 2.**(2004-2006)
* **SSLC.** (2003-2004)

**Professional Certification**

* **IATA Certification.** (2009-2010)

PERSONAL INFORMATION

Date of Birth : 29-09-1988

Marital Status : Single

Nationality : Indian

Languages known : English,Malayalam, Tamil, Hindi