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 **J A N C Y**

**VISA STATUS : VISIT**

**Career Profile:**



A highly dynamic, organized and skilled Customer Support Executive with diverse knowledge of operating customer care department. Seeking a position as Customer Care Executive to utilize my skills and experience in a renowned organization.

**Professional strengths:**

Possess 2 years of professional experience in the mentioned field



Highly proficient in handling customer care services



Possess excellent communication and interpersonal skills



Ability to deal professionally with a number of external and internal customers



Quick learner and possess creative problem solving skills



Ability to adapt to new processes within limited time frame



Familiar with basic operating systems like Microsoft Outlook, Office and the Internet Self-motivator and ability to work in a fast paced work environment



Ability to convince and satisfy customers Excellent team player with good listening skills



**Professional Experience:**

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| --- | --- |
| **Company Name** | **Hinduja Global Solutions, India** |
|  |  |
| **Duration** | **Jun-2016 to Aug -2017** |
|  |  |
| **Designation** | **Customer Care Representative** |
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**Customer Support Executive**

* Assigned the tasks of handling customer queries, feedback, complaints and request
* Responsible for maintaining and developing relationships with external and internal clients
* Assigned the tasks of preparing day-to-day activities of customer care department
* Handled the tasks of recording and scrutinizing the complaints received from customers
* Responsible for providing administrative support to customer service team
* Researched and complied answers to provide information to customers
* Assigned the tasks of providing timely responses to the queries and complaints of customers
* Handled the tasks of making outbound sales for new and existing customers

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| --- | --- |
| **Company Name** | **Y- Cook India Pvt Ltd, India** |
|  |  |
| **Duration** | **Jun-2015 to Jun -2016** |
|  |  |
| **Designation** | **Customer Care Representative** |
|  |  |

**Customer Support Executives**

* Responsible for handling and solving customer support issues via calls and mails
* Assigned the tasks of supporting sales team in recognizing and developing new sales ideas
* Handled the tasks of contributing ideas for developing ongoing process and workflow
* Responsible for operating the department managing system requirements and timelines
* Assigned the tasks of supporting, analyzing and investigating the development of new features in supporting sales
* Responsible for preparing, maintaining and analyzing data
* Handled the tasks of contributing to other functional responsibilities of the organization
* Provided technical assistance and gave suggestions to meet customer’s expectations
* Performed other administrative tasks as assigned

**Fitkids Education and Training Pvt Ltd** **Feb 2013 to Jun 2015**

* Physical Education Specialist

**Nightingaels Medical Trust (NGO)** **Apr 2012 to Feb 2013**

* Worked as a Project Coordinator (Regional Resource and Training Centre)

**AREAS OF INTEREST:**



To exceed the expectations of the organization and achieve customer satisfaction To contribute my customer service skills in solving complex customer problems



**EDUCATION**

**Namakkal, India** **Sri Ragavendra Polytechnic College**



DIPLOMA IN COMPUTER SCIENCE AND ENGINEERING, and secured 94.4% (Overall)

**Hosur, India** **Madhagondapalli Model school**



X (CBSE) with 62%

**ADDITIONAL QUALIFICATION**



Web designing from 360i Design Solutions

**LANGUAGES KNOWN:**



**English, Tamil, Malayalam, Kannada, Hindi and Telugu**