**KANIMOZHI**

**Email***:*[**kanimozhi.375479@2freemail.com**](mailto:kanimozhi.375479@2freemail.com)

Looking for a position as a CUSTOMER SUPPORT EXECUTIVE in dynamic environment where experience and professionalism are valued and required as means of attaining company success in strategy.



***Areas of Proficiency***

* **Customer Calls Handling**

**Dealing with Walk in Clients**



* **Team Co-Ordination**

 **Quality Analysis**

* **Solving Customer Queries  Ensure Effective Sales**

**Professional Synopsis**

* **Senior Consultant** at **Sutherland Global Service** for UBER Process in **Chennai**, India.
* Promoted as **Resolution Expert** to train the New Employees for **Uber Process.**
* Promoted as **Quality Analysis** for Cross check the Consultants Works for Uber Process.
* Professionally Qualified with **Bachelor of Electronics and Communication Engineering.**
* Proven ability to manage multiple assignments while meeting tight schedules.
* Having Practical knowledge in the accounting application  **MS Office**.

**CAREER TRAJECTORY**



**Senior Consultant**– **Sutherland Global Services** **(SEP 2015 – MAY 2017)**

**Client :** Uber Process, Chennai.

**Responsibilities Undertaken as a Resolution Expert:**

* ssist team members on their day to day process related queries.
* Find teams performance with weekly audits and guide towards their progressive improvements.
* Conducting one on one meeting on a weekly basis and providing real time feedback about their mistakes.
* Provide leadership with daily snapshots of team’s performance and escalate issues to senior leadership if necessary.

**Responsibilities Undertaken as a Quality Analyst:**

* ct as a Quality analyst on identifying the DSAT(Customer Dissatisfaction) on Uber Process.
* Identifying Mistakes done from consultant on major issue type and Cascading the same to that particular team.
* Identifying the trending issues from process side and cascading the same as key call outs to the Uber Clients.
* nsure Process Flow and SOP(Standard Operational Procedure) is followed on various issue types by conducting Dip-Check with the teams.
* Attend Client Calibrations and escalate queries through telephone calls to Uber clients.

**Responsibilities Undertaken as a Consultant:**

* Giving Solution for Customer queries through emails.
* Calm/Angry customers, Repair trust, locate resource for problem resolution and design best option solutions.
* Deliver 5 star, in-person to the rider as well as to the driver partners.
* Stay focus on day to day work and maintaining the CSAT(Customer Satisfaction), FTR(First Touch Resolution) and TPH(Ticket Per Hour) properly.

**PERSONAL TRAITS**

* Self- adaptability based on the environment.
* Task oriented, analytical and able to produce accurate work results.
* Flexible with a positive “can do” attitude.
* Able to work under Pressure.

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|  |  |  | **ACADEMICS** |  |  |  |
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| **UG** | **Dr. S.J.S Paul Memorial College of Engineering and Technology, Pondicherry.** | | | | |  |
| **(2011-2015)** | **B.Tech (Electronics and Communication Engineering)- 7.92 CGPA** | | | | |  |

**PERSONAL PROFILE**

**Date of Birth:** 13-08-1993 **Gender: Fem**ale

**Visa Status**: Visit Visa (**Nov-17-2017 to Feb-15-2018**) **Nationality**: Indian

**Language Known**: English, Tamil. **Marital Status**: Single

**Declaration**

I hereby declared that the above given particulars are true to the best of my knowledge and assure that I will put the best of myself.

Date: Signature