**RESUME**

Diliph

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**CAREER OBJECTIVE:**

To work in a dynamic and challenging environment where there is an opportunity of self-improvement in technical, individual and group based work that will ultimately lead to the further development of my career and of the organization.

**KEY QUALIFICATIONS**

* Over 5 years of progressive experience in Customer Support Service**.**
* Efficient in Team Handling
* **Bachelor of Engineering** in **SRI JAYARAM ENGINEERING COLLEGE** (BE/CSE), Cuddalore,

Tamil Nadu...

* PUC in VIVEKANANDHA HIGHER SECONDARY SCHOOL, Pondicherry.

**ADDITIONAL SKILLS:**

* Good Communications skills and work ethics.
* Know Tamil, Telugu, English, Hindi, and Urdu to speak.
* Good Team Handling(Team Strength 15)
* Excellent in Typing(100 to 120 words per minute)
* Good in Excel

**PROFESSIONAL EXPERIENCE**

1. Company Name : **Emphasis.**

Position : Customer Support Associate

Business Domain : Mobility (Airtel Prepaid)

Reporting to: Team Leader

Place :Pondicherry, India.

Period : Jan 2010 to May 2011

1. Company Name: **SPICE BPO PVT LTD.**

 Position : Customer support Associate

Business Domain : Mobility (Airtel Broad band)

Reporting to : Team Leader

Place : Bangalore (Silk Board)

 Period : July 2011 to December 2011

3) Company Name : **RP TELEBUY SKYSHOP PVT LTD.**

Position : Deputy Team Leader

Business Domain : Customer care

Reporting to : Manager

Place : Chennai, Tamilnadu, India.

Period : Feb 2014 to Nov 2016

4) Company Name : **TABTREE IT CONSULTING.**

Position : Business Development Executive

Business Domain : Customer Care and Web Team (Sales)

Reporting to : Assistant General Manager

Period : Jan 2017 to Feb 2018

5) Company Name : **RP TELEBUY SKYSHOP PVT LTD.**

Position : Senior Team Leader

Business Domain : Customer Care and Web Team (Sales)

 Reporting to : Assistant General Manager

Period : Feb 2018 to June 2019

**Responsibilities:**

* Team Handling, Complaint closure, HL (Service Level), Attrition, Shrinkage Report Preparation, Damage to Good Conversion, Warehouse Stock Auditing, AHPMaintaining.

6) Position : Client Service Executive

Business Domain :US Health care

Reporting to : Senior Team Leader

Period : Aug 2019 to Dec 2019

**PERSONAL DETAILS:**

Date of Birth **: 7**h of Aug 1988

Language Known **:** English, Tamil, Hindi, Urdu & Telugu

Marital Status **:** Married

Nationality **:** Indian