**PERSONAL DETAILS:**

Name : Chaithra

DOB : 22-11-1996

Nationality: Indian

Marital Status: Single

Languages known: English, Hindi, Kannada and Tulu

**EDUCATIONAL DETAILS:**

Passed Bachelors of Computer Application. (Mangalore University, India-2018)

**COMPUTER SKILLS**

* Operating System: Windows XP/7/8/10, Linux
* C, C++, .net, C#, CG, JAVA
* MS Office, Internet, E mail

**CONTACTS**

Email: [chaithra-397025@gulfjobseeker.com](mailto:chaithra-397025@gulfjobseeker.com)

I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>

**Chaithra**



**Customer service/ Admin**

**OBJECTIVE**

My employment goals centre on having the opportunity to prove myself of value in a reputable company where there is possibility of long-term career stability and to be able to contribute to the growth and success of the organization.

**PERSONAL SUMMARY**

A highly motivated and experienced customer service advisor with 18 month in a variety of customer support departments. Focused on providing a first-class customer experience and resolving any queries, complications or issues that may arise. An excellent telephone manner and enthusiastic approach combined with a genuine warmth and dedication to customer satisfaction inspires confidence in the customer and among colleagues

**ACADEMIC WORK**

**E-HOUSING (web application)**

* I have developed project known as housing administration which helps the customers to easily view the house that are meant to be sold and those house which will be given for the purpose of rent.
* Here the admin adds the member’s house details, contact details and many other required details. The customers can easily view this and contact admin for further clarification.
* I have also completed a short term course under
  + **Management:** A management is aninformation system used for decision making, for the coordination, control analysis in the organization.
  + **Finance:** A management which concernswith planning and controlling.
  + **Human resource:** A process which

manages various activities.

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**Position:**

**Duration:**

**Description** •

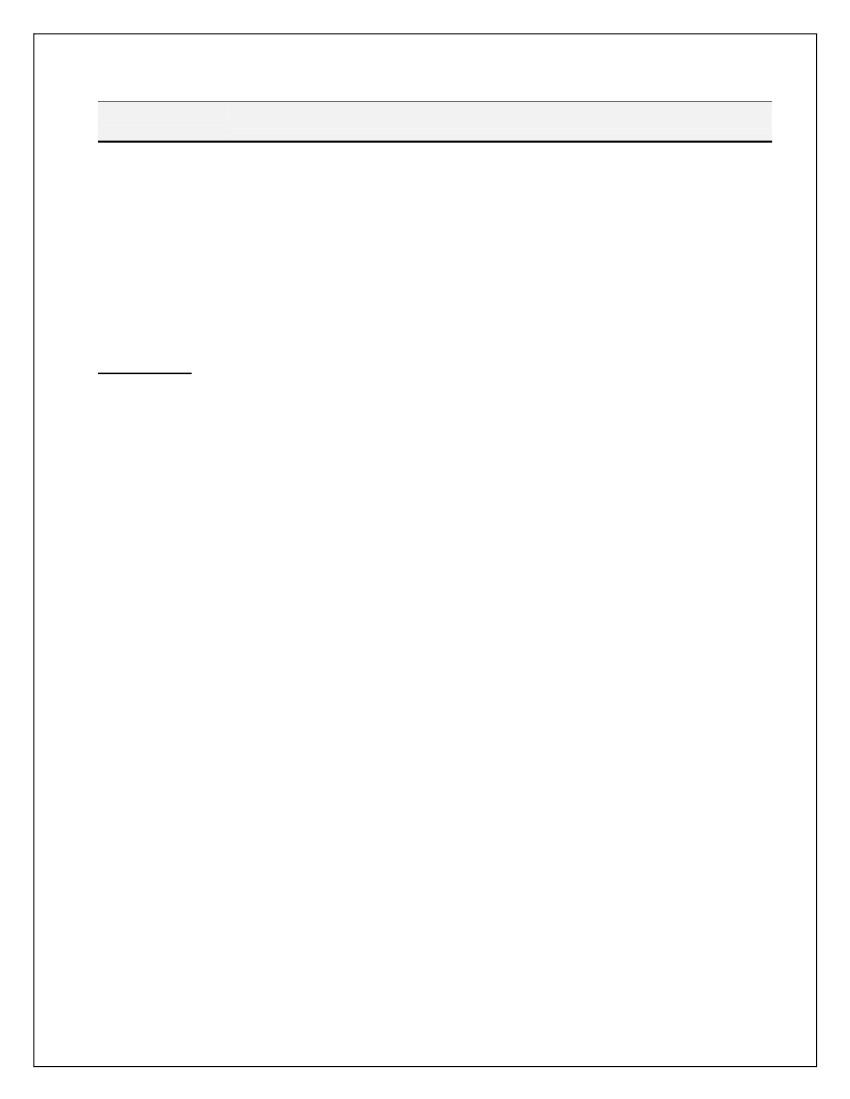
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**WORK EXPERIENCE**



**CUSTOMER SUPPORT OFFICER**

**July 2018 –Jan2020**

Working in insurance verification department on behalf of Bank Of America.

Customer service officer with Accenture for 18 Month.

Working within a team of support analysts to handle customer requests (Via e-mail, telephone or web portal).

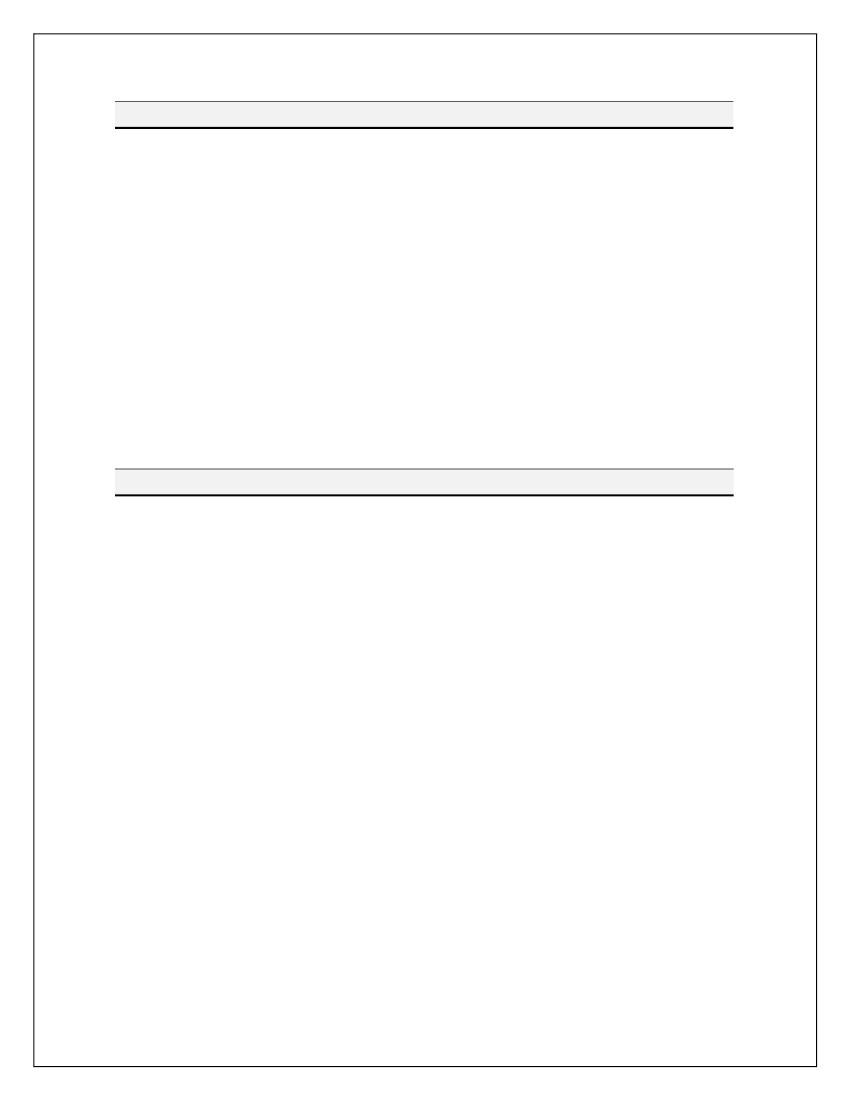
Bilingual, award-winning customer service employee with strong written and oral communication skills.

Providing customers with product usage advice and guidance.

Identifying and managing the appropriate priorities and required actions (e.g. escalation).

• Organized, highly motivated, and detail-oriented problem solver.

Ability to stretch customer service capabilities beyond my job description to tackle the unexpected shows and handle the complexities at the workplace.



**KEY SKILLS AND COMPETENCIES**

* Ability to handle pressure situation.
* Good verbal and oral communication skills.
* Fast learner and good listener.
* Ready to work at any levels like communicating to people, work in a team.
* Ability to adapt myself to any kind of environment.
* Teamwork
* Being professional and flexible
* Managing stress
* Resolving problems
* Being driven and positive
* Valuing the Organization

**DECLARATION**

I hereby declare that all statements made in this application are true, complete and correct to the best of my knowledge and belief.

Thanking You.

Yours Faithfully,

Chaithra