**Praveena**

[**Praveena.370461@2freemail.com**](mailto:Praveena.370461@2freemail.com)

**Customer Care Specialist**

**Profile Summary**

Customer Service Professional with around 7 years of total work experience in Inbound Global Call Centre. Have a disciplined and solutions oriented work approach; skilled in dealing with Customer quires & Complaints.

|  |  |
| --- | --- |
| **Strengths** | |
| * Over 7 plus years’ experience in Customer Service in both Telecom, IT& BPO Sector | * Training the new buddies the process and Products |
| * Proficient in handling International Customer | * Self-motivated team management & team player |
| * Executing best practices and achieving Organizational goal. | * Keen to learn new things with positive attitude |

**Education Qualification**

Diploma in Medical Laboratory Technology, India

Higher Secondary, India

**Career Snapshot**

|  |  |
| --- | --- |
| **Senior Process Officer**  Lycate, Chennai, UAE  **Senior Process Officer** | **Oct 2015 – Jun 2017**  **Jul 2010 – Mar 2015** |
| Atos [former SIMENS], Chennai, India |  |
| **Customer support Executive** | **Nov 2007 – Sep 2008** |
| Sutherland Global Services, Chennai, India  **Awards & Achievements** |  |

* Best Employee Award
* Outstanding Contribution Award
* Most Inspirational Award
* Customer Appreciation Award

**Areas of Expertise**

* Handing irate customer.
* Implementing process updates.
* Training the new recruits.
* Efficient skill matrices
* Kaizen & taking initiative in process.

**Job Role**

**Senior Process Officer,**

**Accountability:**

* Customer support provided over 10+ countries’[Australia, European, USA]
* Receiving inbound calls and troubleshooting their issues
* Handing calls, emails and live chat customer quarries
* Handled customers complaints & escalation calls
* Analyzing the frequent issues and providing the first call resolutions.
* Project coordination with field engineers regarding the utility services
* Motivating the team to achieve the Average Handling time[AHT]
* Maintaining the Service Level Agreement[SLT]
* Updating the daily, weekly and monthly call status in Ilyca
* Conducting the lean board meetings and Maintaining the minutes of meeting[MOM]
* Generating the weekly reports and broadcasting to the clients
* Analyzing and rectifying the quality errors
* Self-evaluations and improvising the performance

**[Project, Product & Services handled: Mobile Networks, Utility, Banking services, IT helpdesk, Claim Status, etc.]**

**Training Undergone**

* ISO Training
* ISMS Training
* Six sigma Training
* Cross culture & Communication Training

**IT Skills**

|  |  |  |
| --- | --- | --- |
| **Operating Systems** | : | Windows XP, Windows 7/ 2003/2008, Linux, Citrix |
| **Applications** | : | MS Outlook Express |
| **Software** | : | MS Office (Advance Excel - Vlookup/Pivot/Power point),  Tactical desktop, Cockpit, CRM Tools. |

**Personal Details**

|  |  |
| --- | --- |
| Nationality | : Indian |
| Date of Birth | : 08th March, 1985 |
| Marital Status | : Married |
| Visa Status | : Visit Visa [Valid till Sep 10th, 2017] |
| Language Known  Reference | : English & Tami  : Available upon request |