

S.PRABHU

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Site no.8. VGB Garden, PeriyaSemur (PO),
Erode – 638 004, Tamil Nadu, India.

CAREER OBJECTIVES

To be a part of an organisation that utilizes and improves my skills and to be an effective team player.

ACADEMIC QUALIFICATION

Qualification	Institution	University/Board	Year of passing	Percentage/CGP A
B.Tech (Information Technology)	Loyola-ICAM College of Engineering and Technology, Chennai.	Anna University	2016	7.6
Higher Secondary	BharathiVidya Bhavan Matriculation Higher Secondary School, Erode.	Tamil Nadu State Board	2012	93.5%
S.S.L.C (Class 10)	BharathiVidya Bhavan Matriculation Higher Secondary School, Erode.	Matriculation	2010	91%

PROFESSIONAL EFFICIENCIES

- Soft spoken, debonair and disciplined.
- Pleasing personality.
- Efficient in sorting out instantaneously all kinds of service and products related complaints of the customers.

- Adapting expertise with the changing environment.
- Diligent, target-centric and result-oriented.
- Strong interpersonal, communication, organization and follow-through skills.

EMPLOYER

- Working as Process Associate-Non Voice in CES Limited from Oct 2017 – Present

KEY RESPONSIBILITIES HANDLED

- Assisted customer through Chat and Email in order placement, cancellation, returns and other issues.
- Providing product recommendation to the customers
- Documenting any major problems customers are facing with the products in large numbers & reporting it to the concerned department.
- Adhering to the schedule as prescribed by the Team Lead.

ACHIEVEMENTS

- Best Performer of the year 2018

STRENGTHS

- Perfectionist, Punctual with Positive Attitude
- Steady learner, good analytical and logical skills

PERSONAL LIFE

Father's name: Mr.K.Subramanian

Date of Birth: 17-06-1994

Gender: Male

Languages: Tamil, English

HOBBIES

- Drawing, Movies, Travelling.

DECLARATION

I hereby declare that the above furnished details are true to the best of my knowledge.

S.Prabhu