

Aiswarya.S

Mobile No. : -8667264764

Email ID : - aishu.siyer7@gmail.com

Objective

To work in an innovative and challenging environment that will utilize my skills and provide stimulating opportunities for my career growth and for the development of the organization to achieve challenging heights.

Skills & Strength

- ☒ Quick learner
- ☒ Good team player
- ☒ Adaptable to different kinds of environment
- ☒ Organized & Proactive.
- ☒ Affable approach towards people
- ☒ Exceptional Telephone etiquette
- ☒ Effective communication skills
- ☒ Ability and eagerness towards learning new concept.

Work Exp rience

CSS Corp	Yes Bank	Deutsche Bank, Chennai
Technical Support Executive	Phone Banking officer	Sales Manager
From Feb'18 – Mar'19	From May'19 – March'20	From May'20 – Jan'21

Responsibilities-

- Provide thorough support and problem resolution for customers.
- Supporting the Enterprise level.
- Providing good quality relationship with clients.
- Resolved customer complaints and concerns with strong verbal and negotiation skills.
- Maintain composure and patience in face of difficult customer situations.
- Managed base level IT support to consumer clients.
- Build and maintain successful relationships with service providers, dealers, and consumers.
- Train new employees and explain protocols clearly and efficiently.
- Assist management with scheduling, service protocol improvements, and quality assurance.

Achievements

- ☒ Received appreciation from the customer for handled the call very patiently without interrupting the customer and resolved the issue.
- ☒ Maintained VOC & quality above 93%.

Tools Known

- ☒ Finacle
- ☒ Kaleidoscope Pro Analysis Software Citrix
- ☒ CMS & CRM
- ☒ Flex cube

Qualification

Sathyabama University, Chennai India
B. Tech in Information Technology, 2013-2017

Vivekananda Kendra MHSS Vallioor, India.
HSC, (2012)

Kendriya Vidyalaya Vijayanarayanam, India.
SSLC, (2010)

Personal Details

Father's Name – Srinivasan. V

Date of Birth – Sep 07, 1995

Languages Known - English, Tamil, Hindi

Marital Status: Single

Declaration

I do hereby declare that the above particulars are true to the best of my knowledge and I assure you that I will render my genuine service at all time when an opportunity is given.

Place: - CHENNAI

Date: -

Signature

(Aiswarya S)