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PARTHIBAN SHIVAJI

Senior Customer Service Representative



SUMMARY

SENIOR CUSTOMER SERVICE REPRESENTATIVE - Optimistic team player who understands how to motivate team, plan, track and thrive towards achieving operational goals. Eight years of extensive experience in Customer service. Specialized in Zendesk, Salesforce, customer handling via calls and emails, MS-OFFICE, maintaining team reports, client coordination, handling escalations and understanding company products with proven abilities to implement quality and process improvement interventions.

PROFESSIONAL EXPERIENCE

Senior Customer Service Representative – Operations

Mar 2021 – Feb 2022

Calpion Software Technologies, Coimbatore

Roles & Responsibilities

- Confer with customers via (inbound & outbound) and emails to provide information about the products or services and obtain details of complaints.
- Using proper judgements and taking initiatives, Developing resolutions to customer complaints via calls and emails.
- Check to ensure that appropriate changes were made to resolve customer complaints.
- Advocated for customers by connecting with relevant departments to ensure timely resolutions.
- Part of an Escalation help desk addressing customer queries & issues (via calls and emails).
- Responsible for handling inbound and outbound calls with the ability to determine needs and provide one call resolution.
- Insights for weekly, monthly review meetings with the client in the absence of TL.
- Ensure deliverables & satisfy requirement specifications defined by SLA & SOW.
- Giving feedback to new joiners in terms of Production & Quality to enhance their delivery capabilities.

Achievements

- Assisted in implementing an automation process reducing resource cost and overall cycle time (Overall cycle time reduced by 80% & cost saved \$43,200 per year)
- Facilitated a team of 30 FTEs in their training and also their on-job training, attained a through put of 96% in a span of 4weeks.

Senior Customer Service Representative – Operations

Jun 2016 - Mar 2021

HCL Technologies Ltd, Chennai

Roles & responsibilities

- Receiving and processing orders, providing information in concerning changes in payments and transportation.
- Handling and resolving customer complaints or orders via calls and emails.
- Connecting with insurance via phone to verify the eligibility and prior authorization for the services that will be provided to the customers.
- Handling escalation calls and emails, providing them proper resolution by connecting with my internal team.
- Interact with onshore stakeholders for process interventions.
- Groom and mentor, the new agents and upskill them to meet their deliverables.
- Part of the offshore escalation desk handling key issues from onshore.

Achievements

- Successfully completed a process flow map for the line of business which enhanced the issue resolving rate by 9%.
- Reduced 95% of escalations by providing customers a proper resolution and maintained the record throughout the team.

Customer Support executive - Operations

Jan 2013 - Apr 2016

Lycatel, Chennai

Roles & responsibilities

- Provide support to customers via call & emails.
- Identify and escalate priority issues to improve business outcomes.
- Improve first touch resolution rates to enhance business outcome.

Achievements

- Pitched the highest number of sales in a single quarter.
- Top performer for the entire year of 2015.
- One of the few executives to maintain 95%+ "first call resolution" rates in the year of 2015 & 2016.

EDUCATION

B.E Electricals & Electronics Engineering	
Info institute of technology, Coimbatore. 5.99 CGPA	Coimbatore
Diploma in Electricals and Electronics	
Sri Narayana guru polytechnic college, Coimbatore - 42 67% of marks	Coimbatore
SSLC	
KPM matriculation school, Coimbatore 55% of marks	Coimbatore

KEY SKILLS

- MS Office
- Leadership
- Problem Solving
- Time management
- Business process improvement

CERTIFICATION

Certified in lean six sigma- black belt

MISCELLANEOUS

Professional dancer: Participated in south India level dance competition and a runner up in inter college level competition.

PERSONAL DETAILS

Date of birth:15/02/1989
Marital Status: Single
Gender: Male
Passport Number: V4354275
Passport expiry date: 26/12/2031
Visa Expiry date: 28/08/2022

I hereby declare all the above information are true and accurate.