

### PERSONAL PROFILE:



#### Email:

[varghese.ajoy@gmail.com](mailto:varghese.ajoy@gmail.com)

#### Contact:

**Mobile : 00971 55 2549063**

#### ADDRESS FOR COMMUNICATION :

No: 202, Building no 251,  
Al Musalla, Khorfakkan,  
Sharjah, UAE.  
P.O Box 10849

#### PERSONAL DATA:

Date of Birth : 16/11/1980  
Sex : Male  
Marital Status : Married  
Religion : Christian  
Nationality : Indian

#### PASSPORT DETAILS:

Passport No : L5780695  
Date of Exp : 23/10/2023  
Visa Status : Residence Visa  
valid till 2020

#### UAE DRIVING LICENSE:

Number : 660351

#### LANGUAGES KNOWN

❖ English, Malayalam, Hindi,  
Tamil(Read, Write, Speak)

### CAREER OBJECTIVE:



Customer service representative with over Nine years' experience in telephone and face-to-face handling customer complaints, Email queries, Insurance approvals. Hope to use my wealth experience to attain employment in CSR/Admin.

#### PROFILE:



#### Experience

**THUMBAY CLINIC LLC , UAE .July 19<sup>th</sup> 2015 to 01st July 2017**

**Customer Service Executive- 2 Years**



❖ Registering Patients to different Doctors as per their needs.



❖ Call handling and appointment booking.



❖ Handling Insurance works and taking approvals.



❖ Cash handling, Billing and settling the accounts.



❖ Processing different Insurance works.

**BARCLAYS SHARED SERVICE (P) LTD, 19<sup>th</sup> Sep 2011 – 30<sup>th</sup> Nov 2013.**

**Customer Service Executive – 2 Years**

**Client:** Barclays Bank Plc (UK)

**Team:** Regular Payments Team



❖ Fund Transfer from current A/c to Savings Accounts, as per Direct Debits or Standing Order.



❖ Freezing of Accounts (account closure).



❖ Deceased Account Maintenance.



❖ Loan pre-Emi calculation.



❖ Cancellation of cheque books and credit Books.

**INTELENET GLOBAL SERVICES (P) LTD, 27<sup>th</sup> April 2009 – 07<sup>th</sup> Mar 2011**

**Customer Service Executive- 2 Years**

**Client:** Barclays Bank Plc (UK)

**Team:** Loans and Servicing Teams



❖ Ordering cheque books & credit books for the customers on the customer requirement.



❖ Helping customers in transferring their accounts to their relatives & friends according to their instructions by issuing Power of Attorney to the customers.



❖ Driving efforts across processing & funding Loans through Customer Gateway and as well as ensuring repayment of loans by customers



❖ Providing bank reference to the third parties for the customers purchasing a new property.

### PERSONAL INTERESTS:

- ❖ Reading
- ❖ Watching TV
- ❖ Hearing Music
- ❖ Social Media

### SKILLS

- ➔ Customer Service
- ➔ Documentation
- ➔ Phone skill
- ➔ Quality Focus
- ➔ Multitasking
- ➔ Problem Solving

### **HSBC OPERATIONS AND PROCESSING LTD , 22<sup>nd</sup> Oct 2007 – 16<sup>th</sup> July 2008** **Customer Service Executive- 1 Year**

**Client:** HSBC BANK

**Team:** Customer Complaints Team

- ❖ Deftly handled all the Email queries related to Utility Bill Payments and provided resolution.
- ❖ Checked & verified if the payments made by the customer through HSBC Payment Gateway was paid accurately to the subscribers i.e. (Airtel, Vodafone, Aircel, BSNL, BHEL etc) and refunding the amount to the customer's respective Accounts in case of any discrepancy
- ❖ Handled customer issues, provided excellent customer services and ensured 100% client retention of credit card
- ❖ Highlighted the problem incidence and suggested new process improvements to make process more user and customer friendly

### **MMC - INFOTECH SERVICES PVT LTD, 9<sup>th</sup> May 2005 – 5<sup>th</sup> Jan 2007** **Quality Assurance Executive - 2 Years**

**Client:** CITI BANK

**Team:** QA Team

- ❖ Monitored calls related to Debit Cards and Credit cards booked by the Telesales Executive and verified whether the details delivered to Customers were accurate or not.
- ❖ Acknowledged team leader, trainer and motivator having ability to harness team strengths and unify objectives

### **Computer Skills**

Windows XP, Ms –Word, Excel, PowerPoint, Customer Gateway Application, Telnet, Hardware & Networking.

### ACADEMICS:

Course/Degree	Board/College/University	Year of Passing	Percentage
M.C.A	S.A. Engineering college, Chennai, India	2004	77%
BSC Comp Sci	Mar Gregorius college, Chennai, India	2001	60%
Class 10 & 12	Kalaimagal Matriculation Higher Secondary School , Chennai, India	1996-2001	70%

**LINKED IN ADDRESS**

<https://www.linkedin.com/in/ajoy-varghese-06606632>

**PROJECTS UNDERTAKEN AS A PART OF ACADEMICS**

- ❖ Project Title : Jurassic Park (Mini project), 2 months
- ❖ Environment : Multimedia
- ❖ Tools : Flash, Swish 2.0, Sound Forge
- ❖ Project Title : MMAICS)
- ❖ Environment : Mainframes
- ❖ Tools : COBOL, MVS, JCL, CICS, DB2

**DECLARATION:**

**I hereby declare that the information provided is true to the best of my knowledge.**

**Place: Sharjah**

**Ajoy Varghese**

**Date :**

**REFERENCE:**

Mr. Farhan  
Thumbay Hospital (HR)  
UAE.