

PREETHI SUYAMBU

VIRTUAL ASSISTANT|CHAT SUPPORT REPRESENTATIVE

Aminjikarai, Chennai-600029 | Mobile +91-9566060373 | Email – preethisuyambu711@gmail.com

**EXPERIENCE**

**Chat Support Representative (VIRTUAL ASSISTANT) From** August’19 to 31st October 2020

**HEALOFY Pregnancy App**

* Provided accurate and appropriate information in response to customer inquiries.
* Addressed customer service inquiries in a timely and accurate fashion.
* Provided feedback to management/development team about the App interactivity improvement
* Quick response on First Time Queue
* Assist in the implementation of new products
* Contribute to the knowledge base via technical and process support documentation
* Maintain Daily chat Handling quota of 130 chats

**KEY STRENGTH**

* Sincere, smart-working and result driven
* Eager to learn new things, strongly believes in working in Team
* Adaptable to any kind of environment, Quick learner, comprehensive problem-solving techniques
* Strong Interpersonal communication skills. Problem analysis and problem solving.
* Organizational skills and customer service orientation.
* Adaptability and ability to work under pressure.
* Strong understanding of internal processes, tools and usage of such tools in managing daily tasks

**HIGHLIGHTS**

* Live Chat support skills.
* Customer focused empathy.
* Professional and friendly.
* Good Communicator.
* Able to work on own initiative.
* Active listener and Multi-tasking skills, Time management.
* Internet Research and customer need assessment.
* Customer support expertise within a client driven work environment.
* Computer proficient.
* Manages multiple tasks or cases simultaneously without supervision.

**TECHNICAL QUALIFICATION**

* Microsoft Office 365 suite (Word, Excel, PowerPoint)
* Animation Specialist from ARENA Animation Academy
* Versatile skill in Email
* Good Understanding the chat support

**EDUCATIONAL QUALIFICATION**

* MBA Finance from PRIST University with First Class
* B.Com from Anna Adarsh College for Women Affiliated with Madras University
* HSC from Anna Adarsh Matric High School with 79.25%
* Matric from Anna Adarsh Matric High School with 63.90%

**PERSONAL INFORMATION**

* Husband’s Name : Suyambu.A
* D.O.B : 13th November 1985
* Nationality : Indian
* Marital Status : Married
* Hobbies : Reading Books, Watching Web-series, Playing Badminton.

**DECLARATION**

I hereby declare that the furnished above are complete and correct to the best of my knowledge and belief.

Date : Your sincerely

Place : Chennai

**(PREETHI SUYAMBU)**