

Uae. Dubai

Customer Support Executive

jyothilingam9_xom@indeedemail.com

+971 54 4099548

- 6 years and 5 month of experience as Customer Support executive and telesales executive in India
- Qualified in Diploma Electronic Communication Engineering at Thiru Seven Hills Polytechnic College, Chennai, Tamil Nadu, India.

Technical Credentials:

- PC Software: MS word, Excel, PowerPoint, Access & Outlook • Operating System: Windows 7, 8 XP • Others: Internet & Email Applications

Work Experience

Customer Support Executive

Dark Chamber Studio

May 2014 to December 2018

Roles & Responsibility: • Making B2C calling • Making outbound and inbound call.

- Helping the customer to solve the issue.
- Collecting personal information from the customer.
- Working closely with producers, incumbents.
- Fixing meeting with the client to solve the issue.
- Follow-up the customer enquiry.
- Closing the case.
- Send email to the customer regard to the enquiry.
- Fixing meeting with the client.
- Follow up on sales calls, maintain and updated a prospect database.
- Follow up call for the domination.

INFO SEARCH PVT LTD (Outbound and inbound process):

Customer Support Executive

June 2013 to August 2014

Roles & Responsibility: • Making B2C calling • Making outbound and inbound call.

- Helping the customer to solve the technical issue.
- Collecting personal information from the customer.
- Working closely with producers, incumbents.
- Rising complain to technical department.
- Fixing meeting with the client to solve the issue.
- Follow-up the customer enquiry.
- Closing the case.
- Send email to the customer regard to the enquiry.
- Fixing meeting with the client.

- Follow up on sales calls, maintain and updated a prospect database.
- Follow up call for the domination.

Tele Sales Executive

MMC INFOTECH

August 2012 to April 2013

Roles & Responsibility: • Making B2C calling.

- Making outbound call.
- Sales process credit card loan.
- Working closely with producers, incumbents.