



SRUTHI PS

ACCOUNTS AND ADMINISTRATION

Address: Al Karama, Dubai, UAE

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WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE – AMAZON.COM INC OCTOBER 2018 – DECEMBER 2019

Delivering an exceptional service to the North American customers through chat.

PROCESS ASSOCIATE – TATA CONSULTANCY SERVICES AUGUST 2017 – MAY 2018

Responsible for processing auditor requests/audit confirmation on behalf of Morgan Stanley.

JOB DESCRIPTION AND RESPONSIBILITY

➤ **CUSTOMER SERVICE**

- Maintaining a positive, empathetic and professional attitude towards customers at all times.
- Built customer loyalty and sustainable relationships through open and interactive communication by following communication procedures, guidelines and policies.
- Manage large amounts of incoming chats and provide accurate, valid and complete information by using the correct methods/tools.
- Handle customer complaints about product/service, provide appropriate solutions and alternatives with time management and follow up to ensure resolution.
- Take the extra mile to engage customers, by identifying and assessing the root cause of problem, proactively enquiring their needs and resolving them effectively and efficiently, thereby achieving higher level of customer satisfaction.
- Meet personal/team chat handling quotas and targets set by higher management, striving continuously towards success.

ABOUT ME

Self motivated, ambitious and enthusiastic candidate having experience in processing audit requests/audit confirmation and customer service. Will deliver the best out of me to improve the service of the organization, which utilizes my skills and abilities, to continue gaining professional experience in all the works and duties I perform.

LANGUAGES KNOWN

English, Hindi, Tamil, Malayalam

PERSONAL DETAILS

Date of Birth: 30-10-1996
Nationality: Indian
Marital Status: Married
Passport No.: R3532794
Visa Type.: Visit visa
Visa expiry date: 06/04/2021
Visa no.: 204/2020/77748833

➤ **AUDIT CONFIRMATION**

- Responsible for processing auditor requests on behalf of Morgan Stanley for various private companies/clients.
- Interpret various requests to ensure the response is an accurate reflection of the client's account information.
- Interact with Client Service partners to assist with issues and provide guidance on the process.
- Handle customer calls and provide accurate information related to account maintenance requests, account activity, product services.
- Handle escalated customer issues and provide a satisfactory resolution with time management meeting deadlines.
- To coordinate as a team member and support team during peak seasons to ensure the team meets quality results and deadlines by striving consistently towards success with effective and efficient work management skills.

SKILLS

- EXCELLENT COMMUNICATION
- ORGANIZED AND QUICK LEARNER
- ATTENTION TO DETAIL
- CREATIVE AND CRITICAL THINKING
- PROBLEM SOLVING
- FLEXIBLE AND ADAPTABLE
- VERBAL AND WRITTEN COMMUNICATION
- CONVINCING AND INTERPERSONAL SKILLS

EDUCATIONAL QUALIFICATIONS

- **BACHELOR OF COMMERCE WITH COMPUTER APPLICATION** - JUNE 2014 – APRIL 2017
CMS COLLEGE OF SCIENCE AND COMMERCE, COIMBATORE
- **HIGHER SECONDARY EDUCATION**
SSC COMMERCE (CBSC), JUNE 2012 – MARCH 2014
KENDRIYA VIDYALAYA, PALAKKAD
- **BOARD OF SSLC**
HSC (CBSC), JUNE 2011 – MARCH 2012
VYASA VIDYA PEETHOM, PALAKKAD

COMPUTER KNOWLEDGE

- TALLY ERP 9.0, MS OFFICE, WINDOWS APPLICATIONS, EXCELLENT TYPING SKILLS (60 WPM)

DECLARATION

Thank you for your time and consideration.

I solemnly declare that all the above information are true and correct to the best of my knowledge and belief. If selected, I assure that I would perform to the best of my abilities, early awaiting a positive response.

Date: 08th Jan 2021

Place: Al Karama, Dubai, UAE

Thanks and regards

SRUTHI PS