

RESUME

KARTHIK.R

Mobile:

8940891757/9080758243

Email : jillakarthik16@gmail.com

An Overview:

To work in an environment that fine-tunes my technical skills, feeds my creativity, exploits my true potentials and makes the best use of them for the growth of the organization.

- Completed BSc Computer Science in 2017 at National College of Arts & Science With 70%.
- Completed Higher Secondary in 2013 at Government Higher Secondary School with 65%.
- Completed 10th in 2011 at Government Secondary School with 75%.

Programming Languages:

Computer (Basics)

Tool & Utilities:

MS Office, HTML, Windows XL

- Zeal to learn new things
- Hard working
- Adaptability
- Available on Requirement.

1. Magus Customer Dialog Pvt Ltd

Customer Delivery Executive – Operations (TVS Motor Company)

1. Handling Inbound Calls and resolving customer's issues.
2. Efficient handling of irate customers and Escalation calls
3. Understanding and manage to provide the needs for the team.
4. Meet the KRA's consistently and Achieve Customer Satisfaction.

2. MEDI ASSIST INSURANCE TPA PRIVATE LIMITED

Customer Delivery Executive – Operations (Medi Assist TPA)

1. Taking the Escalation calls and giving the information where cede not able to handle the customer
2. Handling the client Escalation issues at the top priority level
3. Ensuring there is no mistakes in process or from the executives related to data management
4. Taking an ownership of hourly service level maintenance/publishing

3. VIDAL HEALTH INSURANCE TPA

24- Aug-2020- Present

CRM- Customer Relationship

Management

1. Handling Grievances Escalation Tickets and calls of Cashless & Reimbursement
2. Responsibility to resolve the CEO, CAO Escalations
3. Following with internal team to resolve the issue within one day of TAT
4. Responsible for maintaining the relationship with external as well as internal stakeholders.
5. Responsible for managing the CRM system and resolving the issue on a timely basis.

PROJECT- Data Mining and Analysis

- DESCRIPTION: This project is basis For the Emerging field of data Science and Database management System.

Tools Known: Czentrix , CRM Internal, Excel

Personal Info :

Name: Karthik R

Father's Name: Raja R

Date of Birth: 31/01/1996

Sex: Male

Hobbies: Playing Cricket. Swimming, Listening Music, Reading books.

Marital Status: Unmarried

Nationality: Indian

Languages Known: English, Tamil and Kannada,

Permanent Address: s/o Raja, No 4/274, Veeragoundanpatti, Servaikaranpatti, mullippadi
Karur, Tamil Nadu, 621315

Declaration:

I hereby declare that the above mentioned information is correct, upto my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

Location:

Bangalore

Karthik R