

S.PREETHI

Contact No: +91 9597247469

Email: spreethi243@gmail.com

CAREER OBJECTIVE:

Looking forward to obtaining a challenging role in your organization which can utilize my education, organizational skill and capability and to play a vital role in your esteemed organization.

WORK EXPERIENCE:

Seven months experience in Sutherland global services in the side of non-voice process.

- Handled and serviced customer queries regarding online shopping for products through chat and email process.

One year of experience in Intelenet global services in the side of telecom sector through web chat process.

- Ensured superior customer experience by addressing customer concerns and resolving problems quickly and efficiently.

**Currently working in Call Street Global Services Private Limited as a Chargeback Analyst.
(Sep, 2019 - Present)**

- To analyze and evaluate cause for appropriate chargeback and representment cases.
- To review a card network reason codes, type of transaction disputed and gather case details based on the history.
- To access merchant portals, payment gateways and relevant database and collate compelling evidence.
- To organize chargeback rebuttal to merchant within due date and proactively analyze the case.

EDUCATIONAL QUALIFICATIONS:

B.E Anna university chennai
Department of ECE
SKR Engineering College

CGPA: 7/10

HSC Tamilnadu Matriculation
Rukmani vidyalaya

76.8%

SSLC Tamilnadu Matriculation
Rukmani Vidyalaya

81.6%

TECHNICAL SKILLS:

- Good deal enhanced in MS office
- Languages : C , C++, Basics of JAVA

INDUSTRIAL VISIT:

- visited **Bharat Sanchar Nigam Limited**,chennai
- Also visited **Doordarshan kendriya**,chennai
- visited **ISRO**,sriharikota

STRENGTH:

- Time management
- Good communication
- Self confidence

WORKSHOP:

- Participated in **Introduction to CADD** program by CADD center training services
- Attended workshop on **Largest hackathon program** by chettinad vidyashram
- Attended workshop on **Embedded System for Robotics** by SKR Engineering college
- Attended workshop on **Automotive Electronics & Embedded System** by veltech university.

PERSONAL DETAILS:

Date of Birth : 23-06-1996
Gender : Female
Father's Name : Shanmugam N
Marital Status : Single
Nationality : Indian
Religion : Hindu
Languages : English, Tamil

DECLARATION:

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Place: Chennai

(S.PREETHI)