

STEPHRIN MADHURAI

- Azad colony behind sai Krupa building | Email: stephrinstev2702@gmail.com



Career Objective

| Contact: +917411015381 |

Looking to become part of a growing and productive team within a reputed company that will allow me to both utilize and grow skills as for open and suitable position.

Core Qualifications

- * SSLC
- * PUC
- * Experienced as customer support executive for Nykaa and Swiggy.
- * Experienced as Quality analyst in an Australian process.

Work Experience

Customer care

Nykka & Swiggi

Hubballi India

- Answer the phone call in a more professional manner and provide information about the products and services as required by the customer.
- Giving the customer a satisfied solution as per the scenario.
- Sending confirmation emails to the customer for the confirmation.
- Encourage and motivate team members to give customer quality service.
- Identify task critical to keep customer satisfaction level in check.
- Follow up customer and their complaints and ensuring that customer's requests are attended accordingly.
- Helping customer's to get the order on time as per given TAT.

Blue Matrix

- Maintaining the Quality score of the team.
- Ensure that teams get updated with each and every scenario.
- Handling the client and making sure all the appointments are fixed.
- Addressing and escalating customer complaints on high priority.
- Effective client management

Blue Bell Association, Dubai

- Worked as a quality analyst
- Solving customer issues and managing customer
- Helping them on different platforms

Railway co-operative society

- Worked as store keeper.
- Checking with the stocks.
- Have a look on the the stocks.

Professional Skills

- Ambitious and always keen to do well.
- Excellent verbal and written communication skills, willingness to learn, team facilitator.
- Self – motivated, well disciplined, responsible and dedicated to professionalism.
- Takes the assurance of putting the best and consistent efforts to come up with effective results.
- Work for efficiency and effectiveness. I can adapt to the surroundings which a new job offers.

Education

SSLC, PUC (SCIENCE) Karnataka , India

Personal
Details

Nationality:
Indian

Language- Hindi, English, Kannada, Tamil

Hobbies : Playing football, Cricket, Listening to music and Cooking.

Marital Status: Single

