

Rajendra Kumar S

Senior Customer Executive (WFM,Line Trainer)

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A self motivated individual, with good team handling experience. Ready to learn new stuffs and things.

WORK EXPERIENCE

Senior Customer Executive (WFM,Line Trainer) Teleperformance DIBS Pvt. Ltd

08/2017 - 08/2020

Chennai

Client- Barclays Bank

Responsibilities

- To work on the queue of customer queries on a daily basis.
- Allocation of the tasks to the team members everyday.
- Provide training to the team to learn and understand the ongoing process.
- Follow up with the team members and help them complete their daily targets.
- Analyse the team members performance individually in both production and quality verticals.
- To understand the current updates in the process and provide the knowledge to the team.
- Consistently monitor the team's performance and work to improve the same.
- Manage other team activities whenever needed

EDUCATION

Bachelor's Degree

Velammal Institute of Technology

07/2013 - 05/2017

Chennai

Courses

- Mechanical Engineering

HSC

Chennai Port and Dock Educational Trust

06/2011 - 03/2013

Chennai

SSLC

Chennai Port and Dock Educational Trust

06/2010 - 03/2011

Chennai

SKILLS

Microsoft Office

Basics of C Programming

Adobe Acrobat basics

Autocad

LEARNINGS

Knowledge about the complete process of PPI remediation for banking products.

Learnt on how to handle client queries and complaints in various aspects.

Developed client handling skills and communicating with them through phone and mail.

Learnt about managing team and resources in various aspects.

LANGUAGES

Tamil

Native or Bilingual Proficiency

English

Native or Bilingual Proficiency

Hindi

Native or Bilingual Proficiency

INTERESTS

Cricket

Volley Ball