

RESUME

S. Muthu Madhavan

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CAREER OBJECTIVE:

Hardworking Customer Service Executive with 3 years and 7 months of experience working in BPO sector. Trained in projects and time management with extensive knowledge of Data analyzing and proven multitasking abilities. Committed to maintaining professional relationships with clients to increase profitability and drive business results.

WORK HISTORY:

➤ **TVE Certification Service, Trichy** as a **Customer Support Executive** from **August 2019 – May 2020.**

- Documentation analysis and verification process of ISO Certification as per certification body norms.
- Client communication process via a Telecom and Email chatting for query handling regarding ISO certification process.
- Database maintenance using Microsoft tools.
- Checklist preparation for an ISO audit along with auditor team.

➤ **First Source Solutions Pvt. Ltd., Trichy** as a **Senior Customer Service Associate** from **October 2016 – August 2019.**

- Worked in US Healthcare (Insurance company) projects as Back end support on US shift basis.
- **Project I : UHG-PDL** (United Healthcare Group-Provider Data Load)
Description: Analyzing about Doctor's profile, Billing and Place of service addresses and contracts using Citrix portal.
- **Project II : UHG-CART** (United Healthcare Group – Combined Accumulated and Reconciliation Team).
Description: Maintaining client's Insurance policy data such as Enrolment, Benefit limits, Claim details and Refunds.
- **Project III : UHG- ODE** (United Healthcare Group-Online Data Entry)
Description: Live portal updating of client's medication information.

EDUCATIONAL DETAILS:

- **2013 June – 2016 April:** Bachelor of Computer Applications (BCA) at St. Joseph's College, Tiruchirappalli. - (With 72 %)
- **2012 June – 2013 April:** XII STD at National College Hr. Sec. School, Tiruchirappalli. - (With 63%)
- **2010 June – 2011 April:** X STD at Bishop Heber Hr. Sec. School, Tiruchirappalli. - (With 77%)

LANGUAGES:

Tamil and English

SKILLS :

Typing [40] wpm | Data validation | Microsoft Office proficiency | Report preparation | Inventory management | Time Management | Interdepartmental communication | Team Co-ordination | Process improvement | Customer Relations | Leadership | Telephone etiquette | Photoshop Equipment | CorelDraw equipment |

PERSONAL DETAILS:

Gender : Male
D.O.B : 04/03/1996
Father's name : Santhamoorthy. M
Mother's name : Bhuvaneshwari.S
Father's Occupation : Tiles and marble laying work
Mother's Occupation : House wife
Marital status : Single

DECLARATION:

I hereby declare that the above facts and information provided are true and authentic to the best of my knowledge and belief.

Place:

Date:

(MUTHU MADHAVAN.S)