*RESUME*

*JANARTHANAM S*

*No: 15, Parisambandar Street, Venkateswara Nagar, Ambattur, Chennai – 600053.*

*No: 4/639, Pudukandigai Village, Perumal Koil Street,*

*Polivakkam Post, Tiruvallur – 602002.*

*Mail ID: janarthanams92@gmail.com*

*Mobile No: 9629585697 / 8678951884.*

*CAREER:*

* Over 20 Years of Cross Functional Experience in the areas of Customer Service and Team Management.
* Good Communication, Presentation & Mentoring Skills with distinguished abilities in leading teams for developing business plans, procedures and service standards for business excellence.

*PRESENT WORKED EXPERIENCE:*

* Worked as an MIS Executive – Business Development in Regus Chennai City Centre (American Express Credit Card) From October 2017 to May 01 2020.

*DUTIES AND RESPONSIBILITIES:*

* Verify the document and proof with customer details and customer signature.
* Check the data entry is correct as per the customer application form and sending mail to the customer about the approved credit card application details and benefits and also getting the customer confirmation mail to process the approved credit card application.
* Gathering the required documents from the customers based on the approved credit card application, completing the form and handover to the QC Team for further process.
* Once Document uploaded in the server, same informed to the customer about the status and if any clarification or doubt from the customer same will be resolved.
* In case of any technical issue mail send to concern team for the same to resolve the issue and informed to the customer about the same and once issue resolved, same informed to the customer.
* In case of any new update in the credit card and any modification in the credit card same will be informed to the managers, agents and if any doubt or clarification same informed to the Zonal Manager and Director and get the confirmation from the central team and same will be updated.
* Daily basis mail send to the Manager, Zonal Manager and Director on the basis of the Approved Card, Pending Card Status and Declined Card Status.

*EDUCATIONAL QUALIFICATION:*

* B.B.A. (Marketing Management) Tamilnadu Open University.
* M.D.C.A (Master Diploma Computer Application S.I.S.I., Govt of India

*OVER ALL WORKING EXPERIENCES:*

* Worked as a CSA with Emirates Petroleum Company (DUBAI - U.A.E.) from September 1998 to May 2005.
* Worked as a QA (Quality Analyst) in Dakshin Infoway Private Ltd., from June 2005 to December 2005.
* Worked as a CSA in TI Cycles taking care of customer's from January 2006 to December 2006.
* Worked as a CSA in Aircel Telecom taking care of customer's from February 2007 to June 2007.
* Worked as a QA (Quality Analyst) in Sparsh BPO Services (Intelenet Groups) from July 2007 to July 2012.
* Worked as an Activation Officer in Aircel Cecullar Limited, From 23th July 2012 to January 27th 2015.
* Worked as an Activation Officer in Idea Cecullar Limited, From 28th January 2015 to January 30th 2017.
* Worked as an FDE (Front Desk Executive) in Idea Cecullar Limited, From February 2017 to October 2017.

*TECHNICAL QUALIFICATION:*

* Diploma in MS-OFFICE (MS-EXCEL, MS-WORD, MS-POWERPOINT)
* Diploma Certificate in Software Application
* Diploma in Advanced Software Technology
* Certified Professional in End User Computer Technology
* Type Writing Lower & Higher Certificate in English

*PERSONAL DETAILS:*

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| --- | --- | --- | --- |
|  | Name |  | : Janarthanam S |
|  | Father's Name |  | : D SanthanaKrishnan |
|  | Nationality |  | : Indian |
|  | Date of Birth |  | : 13/04/1977 |
|  | Marital Status |  | : Married |

*TRANING COMPLETED:*

* Fire & Safety Training from EPPCO (DUBAI)

*LANGUAGES KNOWN:*

* English, Hindi, Tamil, Telegu, Malayam, Arabic

*DECLERATION:*

I am delicate and hardworking person, if you give me the opportunity so that I would stick towards the achievement and give best of myself and I hereby declared that the above said statements are true to the best of my knowledge, ability and belief.

Thanking you,

Yours Respectively

(JANARTHANAM S)

DATE:

PLACE: