

PETER IRUDAYANATHAN

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SUMMARY OF SELF

- **Highly organized, very attentive to details, result driven, own ownership to responsibilities**
- **Strong quantitative, analytical & problem solving skills with patience & precision.**
- **Effective communications skills, both written and oral .**

EDUCATIONAL QUALIFICATION / PROFESSIONAL QUALIFICATION

Grade

Institution

Bachelor of Arts

**St. Joseph's Arts and Science
College[HEP]**

WORK HISTORY

TELEPERFORMANCE GLOBAL SOLUTIONS PVT LTD

24.APRIL.2019 - 07.JULY .2020

DIGITAL OFFICER : AXIS BANK

ROLES AND RESPONSIBILITIES

- Explain the benefits and features of credit card to customers
- A regular interaction with customers and upselling / cross selling services like (general insurance, life insurance, saving account[ASAP] and EMI) from time-to-time is one of the prime duties at hand.
- customer using credit card which were converted into easy monthly instalments.[EMI] .
- From March due to COVID-19 or Coronavirus most customers were convinced for Easy monthly[EMI] instalments economic inflation.
- Solving customer queries

- handle calls and work towards resolution
- Ensure TAT is met
- Handling customer with patience , interacting with customer in a polite way

INTELENET

24.APRIL.2018 - 02 .JAN 2019

TATA SKY PROCESS

- * **SOLVING CUSTOMER QUERIES AND TROUBLESHOOTING WAS DONE TO RESOLVE THE ISSUE**
- * **HANDLE CALLS AND WORK TOWARDS RESOLUTION .**
- * **ENSURE ANY ESCALATION IS HANDLED AND RESOLVED APPROPRIATELY**
- * **ENSURE TAT IS MET**

MPHISIS

07.07.2012 _ 07.07.2014

CUSTOMER SERVICE OFFICER - Airtel landline and broadband connection

- Solving customer queries for broadband and landline .
- Handle calls & work towards resolution.
- Explaining about fair usage policy to the customer that is speed limit of internet browsing [limited and unlimited fair usage policy]
- Ensure any escalation is handled & resolved appropriately
- Educate Customers on Policy & Procedures
- Ensure TAT is met .

NALLI NEXT

Period : 15.12.2008 – 09.05.2011

Designation : Cashier

- Solving customer queries and explaining about the purchase of sarees.
- Handling customer with patience , lots of smile on the face and interacting with customer.

- Knowledge about different silk and cotton sarees .
- Billing and receiving the mode of payment.

BIG BAZAAR

Period : 06.07.2007 _ 04.07.2008

Designation : Cashier

- Solving customer queries and explaining about the purchase of groceries.
- Handling customer with patience , interacting with customer in a polite way and with a smiling face .
- Exact Discounts are applied for each groceries .
- Explaining discounts for each product before the bill is generated .
- Billing and receiving the mode of payment.

PERSONAL INFORMATION

Father's name : M. Irudayanathan
Gender : Male
Nationality : Indian
Hobbies : listening to music and playing football
Languages : English , Kannada, Tamil ,Telugu ,Hindi and Malayalam
Strength : confident , hardworking , ability to work in a Team

Place: Bangalore

:Dated:

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(PETER IRUDAYANATHAN)

