

DINESH KUMAR J

Customer service
Manager

About Me

I am passionate about my work and I have patience to deal with people. Good at reading customers along with time

Contacts

15/49 A2 Keirbetta, Kotagiri,
Tamilnadu -643217
99762 90337 / 6381368226
dinakjeyam@gmail.com

Expertise

- Customer Care
- Communication skills
- Time Management
- Call handling
- Administrative Procedure
- Building rapport

Marketing—fieldwork

Education

- B. Sc (Maths) Second class,
Annamalai University,Chidambaram, 2012
- Diploma Teachers Training, Aggregate 75%
- DIET, Kotagiri, 2009
- HSC Aggregate 75%
- CSI Higher Secondary School, Kotagiri 2006

Experience

Customer Service Manager, AP Travels & Tours India Pvt Ltd, 2017- Present

Scheduling and assigning daily work activities,
Maintaining an organized database to promote sales,
Continuously into improve the sales and product knowledge

Supervisor Customer Service AP Travels & Tours India Pvt Ltd, 2011 - 2017

- Training new team members and mentor each to promote productivity, accuracy and friendly service.
- Document and prepare the logs for each day and generate weekly reports in detail.
- Managing the total department call volume in daily basis.
- Addressing customer queries and respond back to them with friendly, knowledgeable service and support.
- Fostered a positive work environment by consistently treating all employees and customers with respect and consideration.

Teaching -2010 to 2011

Government Primary school, Kotagiri

- Worked collaboratively with other teachers to review data and develop instructional strategies to address student learning objectives.
- Worked with other teachers and administrators to evaluate and revise elementary school programs.
- Adapted teaching methods and materials to meet students' varying needs and interests.
- Provided key support for library expansion project.

Customer Service Associate -2009 to 2010

Firstsource –Trichy

- Answer incoming calls and emails in an efficient manner
- Identify customer questions, concerns, and overall needs
- Provide accurate answers and solutions to customer queries
- Address customer complaints in a compassionate and patient manner
- Redirect customers to appropriate teams and/or departments as needed
- Develop professional relationships with ongoing customers through excellent customer service
- Follow-up with callers on complaint and/or question resolution status
- Meet or exceed call quotas and sales assist quotas, both personally and as a team unit
- Follow company communication procedures, policies, and guidelines at all times

Additional Skillsets:

- Diploma in Computer applications
- Hands on experience MS –Excel
- Tally ERP 9