



## PRAJITHA BK

Accountant & Customer Support Associates

### PROFILE

Name : Prajitha B K  
Fathers name : Babu ML  
DOB : 4th August 1989  
Sex : Female  
Nationality : Indian  
Religion : Hindu

### CONTACT

PHONE: +971544978311  
EMAIL: prajitha.mangalore89@gmail.com

### ADDRESS

Garden City  
Ajman  
PO Box: 15105

### PASSPORT DETAILS

Passport No : Y6661897  
Issue Date : 10/07/2023  
Expiry Date : 09/07/2033  
Place of Issue : Bengaluru

### SKILL

- ❖ Customer Service
- ❖ Communication
- ❖ Problem Solving
- ❖ Microsoft Office
- ❖ Time Management
- ❖ Organization Skills

### LANGUAGES KNOWN

- English
- Hindi
- Kannada

### PROFILE SUMMARY

Customer Support Executive With 5 year Experience Providing World class customer service through effective Problem solving, timely communication, and Product Knowledge key Achievements maintained a positive attitude while dealing with over angry customers, resolving 95% of their complaints on first contact. Completed 300 customer service contacts daily while maintaining excellent wait time, Average handle time, and resolving customer service issues by 70%.

### PROFESSIONAL EXPERIENCE

**Designation:** Customer Support Associate | 2023-Present |

**Company:** Tech Mahindra Pvt Ltd

#### Duties & Responsibility

- Respond promptly and professionally to incoming customer inquiries in person, by telephone, or by email
- Maintain an updated knowledge of the organization's products, services, and customer service policies
- Explain simply and clearly in response to customer questions and check for customer understanding and acceptance
- Recommend new products or services or make suggestions for improvements by identifying relevant features and benefits
- Assist clients by demonstrating the use of goods and programs and answering any questions they may have
- Participate in training opportunities provided by the organization or by outside entities
- Establish and maintain good rapport with customers by using positive language and anticipating their needs.

**Designation:** Customer Support Associate | 2021-2023 |

**Company:** Cogent E Services Limited.

**Designation:** Customer Support Officer | 2016-2019 |

**Company:** Karvy Data Management.

**Designation:** Credit Card Executive | 2014-2015 |

**Company:** State Bank of India.

**Designation:** Front Office Assistance (Accountant) | 2010-2011 |

**Company:** My Idea Pvt Ltd.

### EDUCATION

**GRADUATION | Bachelor of Arts | 2017 |**

Karnataka State Open University

**D. ED (Diploma in Education | 2013 |**

Karavali D ED College, Mangalore

Karnataka Secondary Education Examination Board

**D.C.A (Diploma in Computer Application | 2021**

Icon Institute of Computer Education, Kavoor, Mangalore

The Rasthriya Computer Saksharatha Samithi

**PUC | 2007 |**

Ramakrishna P U College, Mangalore

Department of Pre-University Board

**S.S.L.C | 2005 |**

Mahatma Gandhi Centenary High School, Bondel, Mangalore

Karnataka Secondary Education Examination Board

### DECLARATION

I hereby declare that the above statements are true and correct to the best of my belief.