

ARYA CHANDRAN

CUSTOMER SERVICE REPRESENTATIVE

Dedicated and results-driven Customer Service Representative with over **7 years** of experience in handling customer inquiries, issue resolution, and administrative support. Skilled in delivering exceptional customer experiences, managing front desk operations, and streamlining service processes. Adept at data entry, communication, and problem-solving, with a strong ability to build and maintain customer relationships. Experienced in mentoring teams, developing engagement strategies, and ensuring seamless day-to-day operations. Passionate about enhancing customer satisfaction, optimizing service efficiency, and contributing to business success through professional and proactive support.

KEY SKILLS

Team Work

Work Ethic

Analytical skills

Leadership Quality

Decision-making

Self-Motivated

Goal Oriented

Problem Solving Ability

Hardworking

Positive Attitude

Honesty

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE | 2019 – 2024

COMMON SERVICE CENTER, KERALA, INDIA

- Provided customer support by addressing inquiries, resolving complaints, and guiding customers through available services.
- Oversaw daily operations to ensure smooth workflow and service efficiency.
- Mentored and trained new employees to enhance team productivity and service quality.
- Developed strategies to improve customer engagement and streamline service processes.
- Managed issue resolution by identifying challenges and implementing effective solutions.
- Ensured compliance with company policies and government regulations.
- Maintained accurate records of transactions and customer interactions.

RECEPTIONIST | 2015 – 2019

CNK HOSPITAL, KERALA, INDIA

- Managed front desk operations, including greeting visitors and directing them to the appropriate departments.
- Answered and managed incoming calls, scheduled appointments, and provided information to patients and visitors.
- Maintained patient records and ensured confidentiality of sensitive information.
- Assisted with administrative tasks such as handling emails, managing files, and preparing reports.
- Coordinated with hospital staff to facilitate smooth patient check-ins and discharges.
- Handled billing inquiries and processed payments as needed.
- Ensured the reception area remained clean, organized, and welcoming.



CONTACT DETAILS

0503150987,0565312407

aryasouparnika2019@gmail.com

Abu Dhabi, UAE

EDUCATION

DIPLOMA IN OFFICE AUTOMATION – DOA

- IT Park, Govt. Approved, Kottayam, Kerala, India

HIGHER SECONDARY | 2013

- Board of Higher Secondary Examination, Kerala, India
- NSS HS S, Karukachal, Kottayam, Kerala

SSLC | 2011

- Board of Public Examination, Kerala, India
- St. Shantal's H S Mamood, Kottayam, Kerala

AREAS OF EXPERTISE

- Customer Service & Support
- Front Desk Management
- Data Entry & Record Keeping
- Call Handling & Appointment Scheduling
- Issue Resolution & Complaint Management
- Administrative Support
- Billing & Payment Processing
- CRM
- Report Preparation & Documentation

COMPUTER PROFICIENCY

MS Office	★ ★ ★ ★ ★
Tally	★ ★ ★ ★ ★
Typing Speed	★ ★ ★ ★ ★
Internet & Email	★ ★ ★ ★ ★

LANGUAGES KNOWN

English	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100 %
Malayalam	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100 %
Tamil	<div style="width: 85%;"><div style="width: 85%;"></div></div>	85 %
Hindi	<div style="width: 95%;"><div style="width: 95%;"></div></div>	95 %

PASSPORT DETAILS

Passport Number	: Y1908213
Date of Expiry	: 22-04-2034
Place of Issue	: Cochin

INTERESTS



Songs



Travelling



Reading

PERSONAL STRENGTHS

- **STRONG COMMUNICATION & INTERPERSONAL SKILLS** – Ability to engage effectively with customers and colleagues.
- **ATTENTION TO DETAIL & ACCURACY** – Ensures precision in data entry, documentation, and administrative tasks.
- **ADAPTABILITY & FLEXIBILITY** – Quick to adjust to new challenges and workplace changes.
- **TIME MANAGEMENT & MULTITASKING** – Efficient in handling multiple tasks and meeting deadlines.

PERSONAL DETAILS

Gender	: Female
Date of Birth	: 06-08-1995
Nationality	: Indian
Marital Status	: Married
Permanent Address	: Souparnika (H), Kurumbanadom P.O, Changanacherry, Pin: 686536 Kottayam, Kerala, India

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

ARYA CHANDRAN