

PRABAKARAN D

Customer Support Professional | Economics Graduate

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EDUCATION

B.A. Economics

Thiruvalluvar University
2021 – 2024

Score: 76%

CORE STRENGTHS

- Customer Relationship Management
- Effective Communication
- Problem Solving & Resolution
- Reliability & Commitment
- Team Collaboration
- Adaptability Under Pressure
- Positive Attitude & Work Ethic

LANGUAGES

English

Tamil

KEY ATTRIBUTES

- Quick Learner
- Detail-Oriented
- Team Player
- Empathetic
- Time Manager
- Self-Motivated

INTERESTS

- Reading & Self-Development
- Public Speaking
- Current Affairs & Economics

PROFESSIONAL PROFILE

Analytical and highly motivated Economics graduate with a strong foundation in customer service and communication. Adept at handling diverse customer needs with professionalism and empathy. Seeking a challenging role in a professional BPO environment to leverage interpersonal skills and a solution-oriented mindset to enhance customer satisfaction and contribute to organizational growth.

WORK EXPERIENCE

Customer Service Associate

GRT Jewellery | 6 Months Experience

- Managed high-volume customer inquiries, providing detailed product information and support.
- Developed strong listening skills to accurately identify customer pain points and deliver effective solutions.
- Maintained a professional and calm demeanor in a fast-paced retail environment.
- Collaborated with the team to ensure seamless service delivery and improve customer retention.
- Handled billing queries, complaints, and feedback with patience and a positive attitude.
- Consistently met daily performance targets and maintained a high customer satisfaction rate.
- Built lasting customer relationships by following up on queries and ensuring complete resolution.
- Assisted in training new team members on customer handling protocols and store policies.

BPO & TECHNICAL SKILLS

- Active Listening
- Empathy & Rapport Building
- Call Etiquette & Handling
- Time Management
- Customer Retention Techniques
- CRM Awareness
- Complaint Resolution
- Data Entry & Documentation

CAREER OBJECTIVE

To secure a growth-oriented position in the BPO or customer service domain where I can apply my communication skills, economic knowledge, and passion for helping people — while continuously developing professionally and contributing meaningfully to the organization.

DECLARATION

I hereby declare that the above information provided by me is true and correct to the best of my knowledge and belief.