

RESUME

SURESH.R
NO:28,9TH STREET,VALLALAR NAGAR
PATTABIRAM
CHENNAI
CH-600072

Mobile : +91 9551832847
EmailID:sureshr5590@gmail.com

OBJECTIV :

Seeking a position to utilize my skills and abilities in the Industry that offers security and Professional growth while being resourceful, innovative and flexible

EDUCATIONAL QUALIFICATION:

DEGREE : B.sc Computer Science

Institution : Annai Violet arts and science college,
Menambadu, Ambattur

Percentage of marks : 68

Year : 2014

HSC : STATE BOARD

Institution : Government Higher Secondary School
Thandurai, Pattabiram, Chennai-600072.

Percentage of Marks : 54

Year : 2008

SSLC : STATE BOARD

Institution : Government Higher Secondary School
Thandurai, Pattabiram, Chennai-600072

Percentage of Marks : 71
Year : 2006

EXPERIENCE:

Work Experience & Job Profile

- Company : MEHTA MUTLISPECIALITY HOSPITAL
Designation : OP AND IP BILLING EXECUTIVE
Duration : MAY 2023 to Sep 2025

Receive the patient queries details and incoming outgoing calls for patient details

Doctor appointment and patient record full database doctor timing information collection data and emergency case will fix the appointment lab report all the report collecting the data base and patient amount update the software database daily cash handover to shift change

- Company : VS HOSPITAL
Designation : OP AND IP BILLING EXECUTIVE
Duration : MAY 2021 to NOV 2022

Receive the patient queries details and incoming outgoing calls for patient details

Doctor appointment and patient record full database doctor timing information collection data and emergency case will fix the appointment lab report all the report collecting the data base and patient amount update the software database daily cash handover to shift change

- Company : CHENNAI NATIONAL HOSPITAL
Designation : Billing Executive and Admin profile
Duration : April 2019 to Sep 2020

Receive the patient queries details and incoming outgoing calls for patient details

Doctor appointment and patient record full database doctor timing information collection data and emergency case will fix the appointment lab report all the report collecting the data base and patient amount update the software database daily cash handover to shift change

- Company : CMA CGM SERVICE SHARE LIMITED
Designation : Customer Support Associate(senior Exective)
Duration : Nov 2017 to Nov 2018

We have handle the customer invoice generation US Rating, correctly enter the amount details then send to invoice shipper ,report generation ,productivity ,error weekly wise flashing the report ,complaint, error handling solution,data maintain for teams

- Company : Aircel cellular Limited
Designation : Business Support Associate
Duration : Nov 2012 to Nov 2017

Handling Customer care escalation mails related to Network issues, Billing related complaints & VAS issues & also taking care of Complaints close looping.

- Company : Sparsh BPO (An Intelenet Company)[AIRCEL PROCESS]
Designation : Customer Support Associate
Duration : May 2010 to Nov 2012

Handling the calls of dealers and distributors, resolving their queries and also promoting them about the new products.

Promoted as Senior Executive to handle a team size of 14 call centre executives, used to train them about the product and call quality achievement. In turn used to handle the escalation calls of irate customers.

TECHNICAL QUALIFICATION

LANGUAGES : C, C++, JAVA

Working Knowledge of MS PACKAGE,NET BROWSING

PERSONAL DETAILS:

Name : SURESH.R

Father's Name : S.RAVI

Date of Birth & Age : 05.05.1992

Nationality : Indian

Religion : Hindu

Marital Status : Single

Sex : Male

Languages known : Tamil & English

DECLARATION :

I hereby declare that the above information and particulars are true and correct to the best of my knowledge and belief. If I were placed in your esteem concern, I will discharge my duties with utmost sincerity and to your full satisfaction .

Yours faithfully

Place: Pattabiram

Date : (SURESH.R)