



Details

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☎ 018-3893908

Availability: 60 Days

Education

Certificate In Graphic Design -
IMS Asia (2015)

Sijil Pelajaran Malaysia (SPM) -
SMK Batu Lapan, Puchong (2010 - 2014)

Key Skills

Computer/ Technical Literacy

- Microsoft Office 365
- Adobe Flash
- Adobe Illustrator
- VPN
- General Maintenance
- Public IP Routing
- MS Exchange Firewall
- McAfee Enterprise Firewall
- SAP
- Wireless Network

KAVINDRAN SELVARAJU

CUSTOMER CARE ADVISOR

PROFILE

People-oriented and attentive customer service executive with over 7 years of experience in fast paced environment with high level of expertise in IT and technical support. Patient and highly knowledgeable about products and services with a determination to solve complaints at the first point of contact. I have coached and mentored many colleagues and employees alike with diversity. I am well versed in managing people, building success through monitoring expected SLA'S and KPI'S and preparing customized actionable plans for different types of situational leadership needs. Efficacy-driven and organized with team-oriented mentality and dedication to customer satisfaction, team, and business goals.

EMPLOYMENT HISTORY & ACHIEVEMENT

Customer Care Advisor - (April 2022 -Present)

AIA Shared Services, Cyberjaya (AIA Singapore)

- Maintained on demonstrating our skills to ensure 100% customer satisfaction with regards to client's inquiries and complaints via calls, emails, or website/helpdesk by adhering to standards and guidelines.
- Effectively identify and escalate priority issues.
- Demonstrate effective allocation of time resources.
- Escalating every issue received from branches to clients from Singapore immediately through email including updating the system chronology to avoid communication breakdowns.
- Excels in analyzing and adjusting work procedures for maximum efficiency with updated job knowledge by studying new product descriptions.
- Preparing chronology and breakdowns for clients claims forms and applications to rule out the purpose claim.
- Follow up on client's calls where necessary, Document all calls information according to standard operating procedures.
- Guide employees to proper resources whenever help is needed with the Capabilities in handling difficult people and resistance from staff members.
- Maintain a work situation which stimulates the growth of individuals.

Languages

English - Fluent

Malay - Fluent

Tamil – Fluent

Senior Service Desk Analyst - (November 2018 - April 2022) **Infosys Malaysia, Petaling Jaya.**

- Maintained 100% of service level agreement by responding to incoming calls, emails and web tickets.
- Effectively provide first line technical support to clients requiring aptitude for working with application/ System to undertake and resolve incidents.
- Sustained with first level support of SharePoint, Servers, Network, Security and Messaging Services.
- Provide exceptional remote support for Windows Operating System and Hardware Consultants.
- Fostering clients being the focal point for informing them of any changes in Information Technology Services.
- Ensure escalated tickets are documented in real-time and in accordance with Service Desk processes and quality standards.
- Generate daily reports for the team and follow up on incidents diligently.
- Practices in providing basic support for SAP application, capturing details to escalate to SAP Consultant
- Constantly achieved team targets and objectives by ensuring tickets owned are handles and uploaded within the service level agreement.
- Develop enduring professional relationships with external Resolution Groups, including on-site teams to meet the department goal.
- Excel and well versed in help desk policies, procedures, standards and documentation.
- Control the quality of the most crucial of all the variables contributing to the realization of departmental goals and objectives.
- Identifies new customer business requirements through regular client interaction, leveraging Innovation and creativity mapping requirements to potential sales or organic growth opportunities.
- Report progress of the portfolio to senior management with specific emphasis on business objectives delivery, efficient resource deployment, effective risk and issue management, portfolio volatility with respect to scope and quality changes, and process improvements.
- Mentored and trained agents to foster proper completion of assigned duties.

Telemarketing Executive - (April 2017 - September 2018) **UTS Marketing Solution Sdn.Bhd**

- Extremely active and eager to try new approaches by executing outbound calls to existing databases promoting insurance or banking products.
- Highly motivated in building relationships and communicating with customers by providing high standards of service adhering to presentation guidelines.
- Capture all opportunities to deliver and educate prospective customers on the benefits of various corporate insurance policy agreements.
- Developed new strategies to contribute to team efforts by accomplishing monthly sales target.
- Raise accurate fulfillment requests upon new sales generation.
- Actively participate in any sales/ marketing duties to develop new strategies and skills.
- Maintaining a high level of professionalism and promptly resolving enquiries escalated from team members and clients.
- Committed to excellence achieve consistent effectiveness strive for state-of-the-art perfection & extremely neat.

