

Rishadhini Thavasekar

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Customer Service Executive / Administrative Executive

Communication & Interpersonal skills | Problem Solving & Decision Making | Organizational & Time Management

Dedicated and reliable professional with a strong background in customer service, claims handling, and executive-level administrative support across higher education, insurance and BPO sectors. Proven ability to streamline communication, manage high-volume task efficiently, and enhance customer satisfaction through empathetic service and problem-solving. Known for strong organizational skills, attention to detail, and the ability to coordinate seamlessly across departments, making me an asset in fast-paced and customer-focused environments.

WORK EXPERIENCE

Taylor's University – *Subang Jaya, Selangor*

Oct 2024 – March 2025

Executive

My role at Taylor's University involved providing high-level administrative support to the Dean, ensuring smooth scheduling, communication, and coordination of meetings, events, and daily operations within the academic department.

- Manage the Dean's calendar, scheduling meetings, appointments, and travel arrangements.
- Handle incoming and outgoing communication, including emails, phone calls, and correspondence.
- Maintained records and documents in an organized and secure manner.
- Assist with event planning including workshops and academic meetings.

TDCX (M) Sdn. Bhd. – *Kuala Lumpur, Federal Territory of KL*

May 2024 – Oct 2024

Claims Support Ambassador

My role at TDCX involved supporting the claims process by verifying policy details, gathering evidence, and communicating with customers to ensure accurate and timely claim resolutions, while coordinating with internal teams for efficient case management.

- Compile and process claims by investigation the policies and gathering evidences related to the claim.
- Confirm coverage and assist in assessing the compensation settlement amount.
- Reach out to hosts and guests to follow up on any outstanding document submissions or information needed for claim processing.
- Delegate cases to the relevant internal teams for management and resolution.
- Clearly and compassionately communicate the reasons for claim denials to hosts.

Concentrix Malaysia – *Kuala Lumpur, Federal Territory of KL*

Aug 2023 – May 2024

Advisor I, Technical Support

My role at Concentrix Malaysia involved delivering technical support and customer service through chat and email, assisting with product inquiries, order status, and troubleshooting device and software issues to ensure customer satisfaction and timely resolution.

- Provide customer service and support via chat and email.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits.
- Handle customer enquiries on product, order and delivery status.
- Provide reliable troubleshooting and technical support regarding device repairs, software updates, and more.

SRG Asia Pacific Sdn Bhd – *Kuala Lumpur, Federal Territory of KL*

Sept 2022 – Feb 2023

Customer Service Executive

My role at SRG Asia Pacific involved handling customer inquiries and resolving product or service-related issues, while also promoting new products and packages through effective sales pitching to enhance customer engagement and satisfaction.

- Resolve product and service issues by clarifying the customer's complaint.
- Selecting and explaining the best solution to solve each and every issues.
- Expediting corrections or adjustments.
- Contribute to team effort by accomplishing all the related results as much needed.

Etiqa Insurance Berhad – *Kuala Lumpur, Federal territory of KL*

Jan 2015 – May 2017

Clerk

My role at Etiqa Insurance Berhad involved supporting the claims department by registering claims, updating backend systems, and performing administrative tasks, while providing customers with updated on their claim status and assisting with documentation handling.

- To assist claim registration into Etiqa core system and Merimen system.
- To update the date in back-end systems for payment made.
- Transmit claims for payment for further investigation.
- Providing customer service to clients regarding claim status updates and progress.

EDUCATION

Unitar International University - *Petaling Jaya, Selangor*

Bachelor of Business Administration – Human Resource, Dec 2022

Unitar International University - *Petaling Jaya, Selangor*

Diploma in Business Management, Aug 2019

PROFESSIONAL SKILLS

- Customer Relationship Management.
- Administrative Coordination.
- Problem Solving & Critical Thinking.
- Technical & Communication Support.