

Premalatha Ponnusamy
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Education: Ba English Literature

Professional Summary

Results-driven professional with over 5 years of experience in client communication, quality assurance, and online support.
Proven expertise in managing educational projects and delivering high-quality customer interactions via chat and voice support.
Adept at collaborating with cross-functional teams, analysing performance metrics, and fostering strong client relationships.
Seeking to leverage skills in communication, reporting, and problem-solving in a Customer Success Manager role.

Core Competencies

Client Onboarding & Interaction	Quality Assurance (QA)	People Management
Chat & Voice Support	Report & Dashboard Building	Communication
CRM Tools (basic familiarity)	Microsoft Excel (basic proficiency)	

Technical Skills

Order Management Platforms: Exposure through QA analysis and client feedback

Tools: Microsoft Excel (basic) V Lookup Pivot Table, Google sheets

Platforms: Chat Support Interfaces, Call Management Tools

Customer Success & Client Engagement

Client Onboarding & Training	Issue Resolution & Escalation Handling
Customer Relationship Management	Chat & Voice Support Expertise
Client Retention & Upselling Opportunities	

Quality Assurance & Reporting

QA Review of Chat Scripts & Calls	Analytical Thinking and Detail Orientation
Performance Metrics Monitoring (KPI tracking, order accuracy, feedback loops)	
Report & Dashboard Building	

Professional Experience

Team Manager, 01/01/2023 – 25/01/2025 Focus Edumatics, Coimbatore

Managed a team of 6+ team leads and oversaw operations for 190+ online tutors, ensuring high-quality instruction and smooth day-to-day workflow.

Analysed team performance metrics to identify trends, improve service delivery, and ensure KPIs were met.

Led quality assurance evaluations across multiple projects to maintain adherence to company standards and best practices.

Coordinated cross-functional projects with internal departments, aligning efforts to support client success and satisfaction.

Motivated and mentored team members to consistently exceed performance expectations and maintain high customer service standards.

Team Lead, 02/02/2022- 31/12/2022 Focus Edumatics, Coimbatore

Supervised and monitored daily team progress, ensuring deadlines and performance goals were met.

Analysed workflow processes and implemented changes that improved customer satisfaction and operational efficiency.

Managed project timelines, coordinated with internal teams, and ensured effective communication and delivery across multiple client-facing initiatives.

Online Tutor, 12/08/2019 – 31/01/2022 Focus Edumatics, Coimbatore

Implemented lesson plans based on student learning styles and made the student strategies Increased comprehension with targeted tutoring sessions focused on individual student needs.

Certificates

Awarded for Employee Excellence of the Year 2024, Focus Edumatics,

Received certificate worked on Drama workshop on Shakespeare's Play.

HILIT-Excellent things are rare, and so are excellent achievements.

Certificate-Workshop on Creative Writing.

DECLARATION I hereby certify that the information furnished above is true to the best of my knowledge and belief.