

Saranya Gurumoorthi

+91 9489486208

saranyagurumoorthi@gmail.com

SUMMARY

Dedicated and compassionate Customer Service Representative with 6 years of experience in delivering exceptional service in high-volume environments. Proven ability to resolve customer issues quickly and efficiently, improving customer satisfaction. Skilled in conflict resolution, communication, and product knowledge, with a commitment to creating positive customer experiences. Seeking to contribute my skills to a company that values customer-centric service and professional development.

KEY COMPETENCIES

Administration	Multi-channel communication
Payroll Management	Time Management & Multi-tasking
Collaboration platforms	Customer Service Excellence

TECHNICAL SKILLS

Proficient in payroll software	Microsoft Office Suite
Zendesk	Records Management
Freshwork	CRM & Support Platforms

PROFESSIONAL EXPERIENCE

Senior Associate **Feb, 2024 - Present**

Elbowcurve Pvt Ltd, India

- Handle complex and escalated customer issues, providing timely solutions and ensuring high customer satisfaction levels.
- Develop and implement customer service processes and workflows to improve efficiency.
- Monitor key performance indicators (KPIs) such as response times, resolution rates, and customer satisfaction scores, ensuring targets are consistently met or exceeded.
- Assist in the onboarding and training of new hires, ensuring they understand company policies, customer service standards, and troubleshooting techniques.

Payroll Assistant **July, 2022 - 2023**

NHS Dorset County Hospital, United Kingdom

- Assist in processing payroll for employees using ESR.
- Verify employee time sheets and ensure accurate calculations of hours worked.
- Maintain employee records, including new hires, terminations, and changes in status.
- Respond to employee inquiries regarding payroll discrepancies and assist in resolving issues.

Associate **2020 - 2022**

Vision Factory Pvt Ltd, Spain

- Engage with customers via phone, email, or in-person to address inquiries, resolve issues, and provide information about services.
- Prepare and maintain reports on various operational metrics and assist in data analysis as needed.
- Assist in training new employees on standard operating procedures and company policies.
- Maintain clear and effective communication with team members and other departments to support operational goals.

Senior Customer Support Executive **2016 - 2018**

Sutherland Global Service, India

- Build and maintain strong relationships with key clients to ensure satisfaction and loyalty.
- Address and resolve escalated customer concerns and complaints effectively and promptly.
- Monitor and improve service delivery processes to enhance the overall customer experience.
- Mentor and guide junior customer service staff, providing training and support as needed.
- Work closely with sales, marketing, and operations teams to align customer service strategies with overall business objectives.
- Analyze customer feedback and service performance metrics to identify areas for improvement.

EDUCATION & CERTIFICATIONS

MSc Economics and Entrepreneurship

University of Cassino & Southern Lazio

MSc Software Systems

Sri Krishna Arts & Science College

first class with distinction

EXTRACURRICULAR ACTIVITIES

Vice President, Student Association

Dept of Computer Science

Community Volunteer

British Heart Foundation, UK

PERSONAL DETAILS

- Full Name: Saranya Gurumoorthi
 - Address: 9/52 A, Kuppichipalayam Road, Periyanaicken palayam, Coimbatore - 641020
 - Sex: Female
 - Blood Group: AB +ve
 - Phone Number: +91 9489486208
 - Email Address: saranyagurumoorthi@gmail.com
 - Date of Birth: 28.09.1993
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REFERENCE

Available upon request.