

manjulabharu0201@gmail.com

9500591078

Madurai, Tamil Nadu 625003

Skills

- Public Speaking
- Lesson Planning
- Training and Coordination
- Online Instruction
- Explaining Product Skill
- Administration Work
- Bridal Makeup Artist

Education

Master Of Science:
PKN Arts And Science College
 Percentage:69%

Bachelor Of Science:
PKN Arts And Science College
 Percentage:75%

HSC:
Government Girls Higher
Secondary School
 Percentage:78.8%

Languages

Tamil:First Language

English:

Intermediate (B1)

BI

Manjula Balakrishnan

Professional Summary

Well qualified Training Specialist adept at planning and implementing onsite and remote training programs.Authoritative and clear communicator with enthusiastic style and insightful approach.

Work History

IBC Tamil Media-Trainer

Chennai, India

09/2019-06/2021

- Non-voice validation process
- Conducted training sessions for Customer Service Representatives on various aspects of the job including soft skills development,product knowledge enhancement,and procedural updates.
- Educated customers about billing,payment processing and support policies and procedures.
- Trained new personnel regarding company operations,policies and services.
- Trained staff on operating procedures and company services.

Matrimony.Com-Customer Care Executive

Chennai, india

11/2018-06/2019

- Non-voice & process trainer role
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Actively listened to customers,handed concerns quickly and escalated major issues to supervisor.
- Resolved customer complaints with empathy,resulting in increased loyalty and repeat business.
- Answered constant flow of customer calls with minimal wait times.
- Responded to customer requests for products,services,and company information.
- Handled escalated calls efficiently,finding satisfactory resolutions for both customers and the company alike.

Personal Information

- Father's Name:K.Balakrishnan
- Title:Trainer in IBC Tamil Media
- Date of Birth:12/02/1995
- Gender:Female
- Nationality:Indian
- Marital Status:Married

Languages

- Tamil
- English