

RESUME

JERIN MATHEW

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Objective

Seeking a position to utilize my skills and abilities and be a part of ever growing industry that offers professional growth while being resourceful, innovative and flexible.

Academic Summary

- +2 Holly Cross H.S.S.Cherpunkal, Kottayam, Kerala with 65.6% in the year **2008**
- 10th St.Thomas H.S.S.Pala, Kottayam, Kerala with 83.2% in the year **2006**

Work Experience

3 years experience at Ienergizer(International BPO) as senior customer service executive

Professional Experience

Customer service executive

- Handle 90+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information, and cancelling services.
 - Trained new employs in Avaya and assist on the process.
 - Remained courteous and calm at all times, even during moments of intense customer displeasure
 - Awarded the top CSAT scorer
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Personal Attributes

- Positive attitude
- Confident
- Time Management

Personal Details

Date of birth : 27nd may 1991

Sex, Marital status : Male, Single

Religion : Christian

Nationality : Indian

Languages known : English, Tamil & Malayalam (Mother Tongue)

Hobbies

Photography, surfing net, playing basket ball

DECLARATION

I hereby declare that all the facts stated above are true to the best of my knowledge and are as per the certification.

Place:

Date:

(Jerin Mathew)