

Gokul Menon

Team Lead

Bengaluru, Karnataka

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Seeking a challenging environment and jobs calling for teamwork, this encourages continuous learning and creativity, providing wxposure to new ideas and simulates organizational personal growth.

Proffessional Experience

Willing to relocate to: Bangalore City, Karnataka - Coimbatore, Tamil Nadu

WORK EXPERIENCE

Senior Customer Service Executive

DXC Technologies

Handling escalation calls of customers calling to make, modify or cancel hotel reservations of Accor hotel group in UK.

Senior Customer Service Executive

DXC Technologies India Pvt. Ltd - Bengaluru, Karnataka -

June 2016 to May 2018

i) Worked with DXC Technologies (Formerly known as Hewlett Packard Enterprises) a senior customer support executive for past 2 years (23 Months)

Process: Accor Hotels.

This was a UK based process, where we assist the customers inn reserving roomsfor their stay in hotels like: Novotel, Ibis, Sofitel, Pullman, Mercure Adagio etc. We work as an In-House reservation agent for these hotels.

(ii) Worked with Unisys India Pvt Ltd

This was an Australian process where we assist technicians of Dell & Lenovo by raising tickets to help the users of the laptops to resolve their technical issues with their laptops. (10 Months)

(iii) Worked with Accenture Global Services.

Process: Radiant

This was a US based Business to business process where we assisted doctors and nurses to check the medical insurance of the particular patient who is a customer of the medical insurance company named Radiant. We used to check the validity of insurance and verify it with registered nurses working with us.

(iv) Worked with Convergys India Pvt Ltd.

This was a US based process, where we assisted the customers to resolve the technical issues in their connections for internet, phone & TV. (19 Months)

EDUCATION

BE

Manav Bharati University

2013

HSC

Tamilnadu State Board

2005

SKILLS

STRONG COMMUNICATION SKILLS, Escalation Calls handling, Managers Call handling, Team Management

ADDITIONAL INFORMATION

Skills

- Strong Communication Skills (Written & Verbal)
- Good interpersonal skills with an ability to understand the customer's requirement
- Quick decision making capability for the customer's current requirement.
- Ability to grasp new technical skills quickly.
- Ability to adapt according to the situation

Ability to handle complaints

Handling Complaints of Clients Via phone & email