

# Suchithra Veni Suji

Customer Service Team

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## Languages

Malayalam

English

Tamil

## About

Having 5+ years of Customer service experience. Conscientious associate, with a strong background in team development, solid reputation for assessing business needs, adaptability and implementing organization opportunity for professional and personal growth.

### BRANDS WORKED WITH

- AI Seasons Resort
- Beach Orchid
- DataPower Hub
- Dutco Group
- Velocity LLC

## Experience

### ● Customer Service Team Leader

DataPower Hub | Jan 2022 - Jan 2023

- Managing customer accounts by recording account information and handling customer accounts.
- Addressing customer inquiries, providing accurate information about products, services, or company policies.
- Resolving customer complaints, issues, or conflicts effectively and efficiently, aiming for satisfactory outcomes.
- Identifying and escalating complex or unresolved issues to higher-level support or management for further assistance.
- Oversees a team of customer service representatives, ensuring smooth operations, training staff, and handling escalated issues.
- Handles a high volume of incoming calls, addressing customer needs, and following scripts or protocols to assist them effectively.
- Documenting processes and keeping maintenance records. Monitoring maintenance budget.
- Customer relationship management - CRM.



### ● Help Desk and Customer Administrator

Dutco Group | Jan 2021 - Jan 2022

- Customer Database Management: Maintaining and updating customer information in databases or CRM systems, ensuring accuracy and completeness of records.
- Communicating with customers regarding account-related matters, service updates, or changes in procedures.
- Collaborating with different departments like sales, marketing, or technical teams to ensure seamless customer service delivery.
- Acknowledging and resolving customer complaints.
- Responding promptly to customer inquiries.

### ● Administrator

Velocity LLC | Jan 2018 - Jan 2021

Handling petty cash and account transactions. Administer Procurement of goods and services. Maintaining a healthy communication with Customers and Vendors. Liaison and negotiate with vendors, procurement function and handling accounts payable function. Assisted Admin manager in ISO & Greenhouse audit and participated in safety/compliance courses.

### ● Customer Service

AI Seasons Resort | Jan 2016 - Jan 2017

Maintaining a database of customer information. Assisting customers with registration or account creation. Problem Resolution. Providing Technical Support. Adhering to Company Policies. Passing customer feedback onto the product improves the organization's offerings. 2016 - 2017

### ● Front Desk Assistant

Beach Orchid |

Maintains schedules. Refills office supplies. Receives deliveries. Handles client complaints. Files documents.

## Education & Training

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- 2023 ● **COVENTRY UNIVERSITY, PURSUING**  
MSC Global Finance,
- 2017 ● **Kerala University**  
Master of Commerce,
- 2015 ● **Kerala University**  
BCom - Bachelor of Commerce,