YOUR FULL NAME

CUSTOMER SUPPORT EXECUTIVE / [VOICE / CHAT]

[City, State] | [+91 XXXXX XXXXX] | [name@email.com] | [LinkedIn / Portfolio]

PROFESSIONAL PROFILE

Customer-focused [fresher / professional] with strengths in active listening, written communication and careful documentation. Prepared to handle [voice, chat or email] support and resolve customer requests in a structured service environment.

CORE SKILLS

Customer Care: [Call handling, email support, complaint resolution, empathy]

Service Operations: [CRM, ticket logging, escalation, SLA tracking]

Workplace Tools: [Excel, Microsoft Office, live-chat tools, typing]

WORK EXPERIENCE / INTERNSHIP

[Support Representative / Intern] | [Company] | [Dates]

- Responded to [customer enquiries / service requests] through [channels] with clear follow-up.
- Documented [tickets / cases] and routed unresolved issues to [responsible team].
- Supported [quality / turnaround] goals by following [process or checklist].

SELECTED PROJECTS

[Service Process / Communication Project] | [Year]

- Prepared [knowledge base / response templates / tracking sheet] for [customer issue category].
- Reviewed [sample cases / feedback] and suggested [process improvement].

EDUCATION

[Degree / Diploma] | [Institution] | [Graduation Year]

CERTIFICATIONS & ADDITIONAL DETAILS

Languages: [Tamil - fluent, English - professional, etc. as applicable]

[Customer service / communication training] | [Issuer]