

Aakash Subramonian

Chat Support Executive | Business Administration Graduate

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PROFILE SUMMARY

Adaptable and detail-oriented Business Administration graduate with experience in customer support and freelance graphic designing. Adept at handling customer queries, creating visual content, and managing data with precision. Proficient in Microsoft Office Suite, Adobe Tools, and communication. Seeking opportunities in banking operations, financial services or related services to leverage my skills and contribute to organizational growth.

WORK EXPERIENCE

Chat Support Executive | Hexaware Technologies, Chennai

Sep 2024 - Mar 2025

- Assisted customers of a leading fashion e-commerce platform with post-purchase support
- Handled multiple customer interactions simultaneously via chat platform
- Maintained accuracy and professionalism in 24/7 rotational shifts

EDUCATION

Bachelor of Arts: Business Administration | S.T. Hindu College, Nagercoil

2021 - 2024

SKILLS

Microsoft Office Suite

Typing - 65 WPM

Web Development &, Python - Basics

Adobe Creative Suite

CERTIFICATIONS

Guvi Certification for **Microsoft Excel - Advanced**

Udemy Certification for **Web Development Bootcamp 2024**

PROJECTS & ACADEMIC WORK

Consumer Behavior Study – Online Food Delivery Apps

Surveyed 60+ respondents to analyze purchasing patterns and digital engagement.

Graphic Design Portfolio

Designed visual assets for multiple freelance clients, including logo design, social media creatives, and print materials.