


# GOWTHAM MURUGESAN

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## SKILLS

- Clear Communication
- Positive Outlook
- Confidence
- Conflict resolution
- Adaptability
- Negotiation
- Financial knowledge
- MS Office Suite

## LANGUAGES

- English
- Tamil

## PROFESSIONAL EXPERIENCE

Manager and Customer Support Executive with 5 years experience in team management, logistics management, client and customer service and tech support. Detail oriented and organized with strong communication and interpersonal skills.

## WORK EXPERIENCE

### Health Basix | Key Account Manager

July 2023 - Present

- Acting as a bridge between the organization and 30+ schools in Tamil Nadu
- Supervising BDE's and following up with internal departments to ensure that client's needs are met
- Maintaining records of Key Account Metrics

### The Cumin Club | Supervisor

June 2022 - June 2023

- Maintained a track of inventory and dispatch and managed a team of 20+ staffs
- Proposed a new tactic for FIFO and prevented the wastage of food supplies
- Learned Risk Management and Human Psychology

### Head Digital Works | Customer Support Executive

January 2020 - May 2022

- Communicated with high profile customers and resolved inquiries via phone and email
- Performed regular assessments on customer's complaint and provided suggestion to improve customer retention and satisfaction

### Accenture | Customer Support Executive [International Voice]

May 2018 - December 2019

- Screened and routed incoming calls, responded to inquiries and requests, and sorted mail
- Handled large volume of calls on a daily basis and coordinated with internal departments to resolve customer's dispute

## EDUCATION

### PSG College of Arts and Science, 2015-2018

Bachelor of Science in Information Technology

### Cheran Matriculation Hr. Sec. School, 2012-2015

HSC & SSLC