

RESUME

C.MANJULA,

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OBJECTIVE

Seeking a Customer Support / Admin / Back Office position in a highly competitive Industry that allows me to learn new technologies while utilizing the skills for your esteem concern and to establish a unique identity.

EDUCATION				
Class	Name of the Institution	Board /University	Year of Passing	Percentage
B.E (CSE)	A.R.J College of Engg., & Tech., Mannargudi	Anna University	2006	73
XII	St.Joseph's Girls' Hr.Sce School, Mannargudi	State Board	2002	84.58
X	St.Joseph's Girls' Hr.Sce School, Mannargudi	State Board	2000	84

TECHNICAL SUMMARY

❖ Programming Language	:	C, C++, C#, Java, Jee, .Net
❖ Operating System	:	Windows, Dos, UNIX
❖ Packages	:	Visual Basic, Ms-Office
❖ Database Tools	:	Ms-Access, Oracle
❖ Scripting language	:	HTML
❖ Hardware Knowledge	:	Microprocessor 8085, hardware components

FIELD OF INTEREST

- ❖ System Programming
- ❖ Networking
- ❖ Data Structures
- ❖ General Administration

ACADEMIC PROJECTS

FINAL PROJECT:

Title : Virtual Education System using JEE, Oracle
Project done at : Orchid InfoTech Pvt Ltd.,
Purasaiwalkam, Chennai

MINI PROJECT:

Title : Online Railway Reservation
Front end : Visual Basic
Back end : oracle

MY ACHIEVEMENTS:

- ❖ Participated in National seminar (INTELLECTUAL PROPERTY RIGHT) conducted by our college.
- ❖ Participated in our college functions.

INPLANT TRAINING:

- ❖ 20 Days In plant training in BSNL at Mannargudi
- ❖ 20 Days In plant training in CEERI, CSIR at Tharamani, Chennai

INDUSTRIAL VISIT:

- ❖ Gas Turbine Power Plant, Mannargudi
- ❖ VI Microsystems, Chennai.

EXPERIENCE:

1. Working in **M/s. SKf India Ltd, Chennai as a Customer Service Executive (Industrial Markets – South Region)** from July 2016 to Dec 2020.

ROLES & RESPONSIBILITIES:

- Responsible for acting as a liaison between customers and company.
- Providing first level support to customer in solving their queries and further assign it to the respective stakeholder in the organization to provide solution
- To make proactive telephone calls to Customers and Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Coordination with inter departments like Factories both domestic & international, Local Hubs, Transporters, Finance & Sales Team.
- Responsible for timely order booking & order management.
- Maintains customer database for future records.
- Preparing reports on weekly basis for forecast & evaluate the monthly targets achievements of sales.
- Raising complaints against product damages, delivery Errors and processing credit notes when necessities.
- Handle product recalls. Attempt to persuade customer to reconsider cancellation and liquidate the products to needed customers.
- Work with customer service manager to ensure proper customer service is being delivered.
- Providing support to sales person to achieve monthly & yearly targets.

Achievements:

- Handling major Key Accounts of South Region (Tamilnadu & Karnataka) with the listed customers (1. Avtec Ltd - Hosur, 2. VST Tillers Tractors Ltd - Hosur, 3. VST Tillers Tractors - Bangalore, 4. Volvo India Pvt Ltd – Bangalore, 5. ABB Limited – Bangalore, 6. BEML - Mysore)
- Achieved highest percentage of vendor rating from Volvo India Pvt Ltd, Bangalore

2. Worked as **Service Coordinator with M/s. Tespa Tools Pvt Ltd, Chennai** from March 2014 to June 2016.

ROLES & RESPONSIBILITIES:

- Responding customer query / enquiry.
- Sorting out customer issues.
- Preparing Tender Documents, Sending Tender on time.
- Sending offer to the customer through mail.

- Customer follow up for AMC, Calibration, service and spares requirement to developing our business.
- Monitoring inward details.
- Working with SAP to put inward entry as well prepare invoices.
- Co-ordinate with lab technicians and service engineers.
- Calls allocation of service / application engineers.
- Day to day update with our MD.
- Payments follow up with MNC Company, Govt Organization.

3. Worked as **Admin Executive** in **M/s. Shiv Machine Tools, Broadway, Chennai** from January 2011 to March 2014.

ROLES & RESPONSIBILITIES:

- Dealing local & interstate manufacturers, Dealing Interstate customers.
- Solving customer's issues.
- Co-op with the transporter.
- Preparing Invoice, Delivery Challan & Purchase Order.
- Keeping updated customers & manufacturers list.

4. Worked as **Admin Incharge** in **M/s. Infinite Infotech Pvt Ltd, Kilpauk Garden, Chennai** from June 2008 to December 2010.

ROLES & RESPONSIBILITIES:

- Maintaining & Updating Personnel records both manually and also in the Computer.
- Preparation of Invoices, Daily updating the Invoice details & Cash bill details in System.
- Preparation of Appointment letters/Offer letters.
- Processing of ESI and PF for recruited employee and completing their joining formalities like bank account, updating their name in payroll system.
- Generating the Reports of HR consultancy, Regular Correspondence, File Maintenance.
- General Office Administrative work and maintaining admin related records..
- Maintaining Attendance & Time Office through Time Office Software.
- Maintenance of Stocks, Generating Stock Reports, Purchase and distribution of stationeries.
- Collection of Payments, Petty cash maintenance.

5. Worked as **System Analyst** in **Zenta Technologies, Mount Road, Chennai** form August 2006 to March 2008.

PERSONAL DETAILS

Name	:	C. Manjula
Father's Name	:	G. Chandrasekaran (Late)
Spouse's Name	:	B. Baraneedharan
Date of Birth	:	19.05.1985
Sex	:	Female
Marital Status	:	Married
Religion	:	Hindu

Nationality : Indian
Languages Known : English, Tamil
Contact Address : Old No. 18, New No 26, Pudur Mariamman Street,
Dharmapuri - 636701

DECLARATION:

I hereby declare that the above information's provided by me are true to the best of my knowledge.

Thanking you,

PLACE: Dharmapuri

Signature,

DATE :

(C.MANJULA)