

# Subarna R

## Executive Customer care - WFH

Coimbatore, TN

Call @: +91 77085 21815

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## OBJECTIVES

To obtain a challenging position in an organization where I can implement my creativity and innovative skills for the mutual betterment of the organization as well as my personal growth.

## SKILLS

- Energetic and committed towards the work.
- Strong communication and presentation skills.
- Highly trustworthy and ethical.
- Problem solving and decision-making.
- Teamwork.
- Time Management.
- Analytical Skills.

## WORK HISTORY

May 2012 - Jan 2014 (1 Years, 8 Months)

**SYSMANTECH, Coimbatore, TN**

**Executive Reports (Service Department)**

**Roles and Responsibilities:**

- Respond to customers' enquiries relating to information, product functionality and resolving as many queries as possible on the first interaction.
- Track enquiry resolution progress and proactively call customers with a status update or resolution if queries cannot be resolved on initial interaction.
- Accept additional projects of responsibility that will improve the team's performance Develop and maintain strong customer relationship.

## **Oct 2021 – Present (2 Years, 2 Months)**

### **Sheenlac Paints Ltd, Chennai**

#### **Executive Customer Care – WFH**

##### **Roles and Responsibilities:**

- Do painter's scanning using UID's entered into our application
- Calling painters to give guidance regarding scanning process using our application.
- Giving support to Sales advisor.
- Doing verification calls for new registration of painters.

##### **Special Achievements:**

- I have achieved more than 100% of my target.
- I have completed scanning work within the TAT.
- Respond to Painters enquiries relating to information, product functionality and resolving as many queries as possible on the first interaction.

##### **Additional Responsibilities undertaken:**

- Given process training as well as work flow for the new joiners.
- Given scanning process training for the Sales Officers (New Comers).
- Audit done for new joiners.

## **EDUCATION QUALIFICATION**

### **BSc Information Technology (2009-2012),**

SNMV College of Arts & Science, Coimbatore (67.3%)

### **Higher Secondary, 61% (2009),**

St. Thomas Higher Secondary School, Coimbatore

### **SSLC, 65.5% (2007),**

M.G.M Matriculation School, Coimbatore

## **SOFTWARE KNOWLEDGE**

- Calling Software (MIS Portal)
- BackBackend work with company website Panel.
- MIS - Mobile Application.

## LANGUAGES KNOWN

- English
- Malayalam (Read, Speak and Write)
- Tamil

## HOBBIES

- Exploring new places
- Watching news and gathering additional skills.

## PERSONAL INFORMATION

**Parent's Name:** Ramanarayan C/ Swayamprabha K

**Marital Status:** Married

**Husband Name:** Krishna Kumar K

**Children:** 2

**Work Experience:** 3 Years, 10 Months

**Date of Birth:** 27-March-1991

**Permanent Address:** 2/219 W, Sri Subam Avenue, Asari Thottam, Kallapalayam, Coimbatore 641201.

## DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

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DATE

SUBARNA R