

Ganga.S

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Theni - 625523

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Career Objective

- Diligent customer support representative and business development executive with over 6.3 years' experience
- Adapt with the ability to grasp things quickly and possess excellent interpersonal, technical and communication skills.
- I am seeking a role in a company where I can contribute my ideas and be mentored towards a successful career.

Employment Details

Organization: Placement Point Solutions
Designation: Business Development executive
Duration: July 2022 to Sep 2023

Organization: SouthernKota Pvt Ltd
Designation: Business associate
Duration: Jan 2020 to Jun 2021

Organization: Trayee Business Solutions
Designation: Processing Executive
Duration: Jan 2017 to Mar 2019

Organization: Workiy solutions
Designation: Software Developer
Duration: Jan 2016 to Jun 2016

Organization: Allsec Technologies
Designation: Customer Care Executive
Duration: Oct 2014 to Jan 2016.

Education Qualifications

Bachelor of Engineering – Electronics and Communication (2010 – 2014)

Anna university – 6.86 CGPA.

Higher Secondary School – State Board (2008 – 2010)

Nadar Saraswathi Girls Higher Secondary School, Theni.

Computer Skills

- Platforms : Windows XP,7,8, MS DOC WINDOWS 10.
- Web Technologies: HTML.
- Languages Known: .NET, C#.
- Database : SQL.

Certification Course

- .NET Framework.

Engagement Overview

Organization: Placement Point Solutions

Responsibilities:

- Convert the leads into admission process for software training
- Coordinate with students and trainers and schedule the classes for our flexible timing and collecting payment for particular days
- Coordinating the placement process with various software companies

Organization: SouthernKotaPvt Ltd.

Responsibilities:

- Obtaining and updating lists of individual contact details in CRM Software. Calling Active parents/students and convert the leads into admission.
- Addressing client's uncertainties, grievances and suggestions on time.
- Coordinate with parents or guardians, teachers, administrators to discuss children's progress, resolve behavioral, academic, and other problems, and to determine priorities for students and their resource needs.

Organization: Trayee Business Solution

Responsibilities:

- Handling the Centralized Know Your Customer Registry (CKYCR).
- Process New Account openings and ensure that the Standard – Financial Maintenance is processed and Quality Checked within the Stipulated turnaround time.
- Updating the New Bank Customer Profiles & Creation of CKYCR ID.
- Checking that transactions are booked according to accounting policy. Review Policies and Procedure. Analyze Market Trends and Customer Behavior.

Back Office Operations (Credit Cards).

- Issuing Duplicate Statement to the Customer. Updating the Marketing Codes.
- Card Upgrades / Downgrade. Credit Limit Increase. Payment Cash Management. Fund Transfer

Organization: Workiy Solutions.

Responsibilities:

- Experienced in Database optimization and developing stored procedures, Triggers, Cursors, Joins, Views, Cursors and SQL on databases: MySQL, Oracle10g, OMWB tool.
- Experienced in Performance Tuning, Query Optimization, Client/Server Connectivity, and Database Consistency Checks using different Utilities.

Organization: Allsec Technologies

Responsibilities:

- Respond to customers' inquiries relating to technical issues with software, online or electronic products
- Serve as primary contact for all customer inquiries and questions.
- Handle complaints provide appropriate solutions within the time limits. Work with confidential customer information.
- Problem solve to help customers resolve issues.
- Update customer information and ensure accurate entry of contact information into various software programs. Provide excellent customer service at all time

Personal Details

Name : Ganga. S

Total Experience : 6years and 3months

Date of Birth :12-June-1993

Marital Status : Married

Mobile Number : 8098195091

Languages Known : English, Tamil, Telugu

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

Yours Sincerely
Ganga.