

Swathi

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Career objective:

To work with an institution where, is a scope for self-improvement and Knowledge enhancement which will provide an opportunity to exhibit the best of my ability.

Academic Qualification:

- Completed **MBA in Human resource management** at Annamalai University in the year **2015**.
- Pursued **BBA - Bachelor of business administration** at Sri Sankara Arts and Science College under Madras University in the year **2013**.
- High school from state board of Tamilnadu in the year 2010

Work Experience:

Organization: Tata Consultancy Services

Duration: (August 2013- March 2019)

SKILLS:

- Complaint Resolution
- Effective Communication with strong analytical, Problem solving and client interaction.
- Cost Reduction and Waste Elimination

JOB RESPONSIBILITIES

Role: Senior Process Associate

Process- Report Services

- Extensive experience in writing stored procedures, functions and views.
- Identifying the Sales performance of a specific Product / Market
- Research and Analyze Market variations
- Through analysis about market performance of the competitors and suggesting various options improve the sales.
- Supporting onshore clients via email or phone to perform market analysis & market research on the basis of on shore team inputs.
- Handled a separate team called AOD and worked on the reports on the new platform and tool

Process - British Telecom

- Provide Internet services to BT customers and Broadband connection to corporate & Government sector in UK.
- Experience In labeling static images of Ethernet cables provided area.
- Mapping and labeling on the areas of Fiber net Provision.
- Core job involves processing Ethernet Provision and all types of Cease & Modification work for BT customer's for NET.
- Handling various client related reports, allocation of jobs on a daily basis along with details of jobs processed from other queues as well.
- Label Images based on the guidelines pertaining to various locations.
- Writing small snippets on the label and content description.

Process- IDM

- Providing support for CA administration related issues
- Documenting the tickets raised by employees
- Rectification of Queries raised by Employees
- Documenting the IDM related application migration
- Handling and Migrating user Identities from Non IDM to IDM environment.

Organization: Cloudynest Private Ltd

Duration: (January 2022- Present)

Role: Customer Support Executive

- Track & report daily/weekly progress.
- Provided customer service and account management support services
- Shared best practices and knowledge with colleagues and teams helping achieve the sales targets
- Ensured appropriate collection procedure maintain the customer service focus
- Answered calls professionally providing complete information about products, take/order cancels or obtain details about complaints
- Managed to keep records of customer interactions, transactions, complaints, comments as well as actions taken, process orders, forms and applications
- Retained customer with excellent customer services and offering discounts when trying new products
- Managing a team of representatives offering customer support.
- Maintaining internal records, which may include preparing, issuing and filing company documentation

ACHIEVEMENTS:

- Found an automated tool to help team to work effectively
- Have got appreciation from client for having zero issues in the projects handled
- Selected as best performer of the month for my excellent performance.
- Handled a separate team called AOD (Answers on Demand)

Trainings:

- Brain Bench training on communication
- Soft skill training like business et
- Digital and WBT courses on IoN platform
- Brainbench course on C++

PERSONAL ABILITIES

- Capable of working in challenging environment
- Ambitious, smart working, energetic and well disciplined
- Positive thinking, self-motivated and flexible & Good communication skills
- Team Player & having capability of leading a team

Personal profile:

- Date of Birth : 16.01.1993
- Husband's Name : Goudham V
- Permanent Address : No.39, 2nd Street, Sri Mahalakshmi gardens,
Kondayampalayam, Saravanampatti, Coimbatore

Languages known:

- Spoken: English, Tamil
- Written: English & Tamil.

Declaration

I hereby declare that the above furnished Particulars are indeed to the best of my knowledge and belief.

Place:

Date:

(Swathi.R)