

SHAKTHI M

PROFESSIONAL PROFILE

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

WORK EXPERIENCE

Solartis Technologies Pvt LTD

April 2022- November 2023

Associate Operator - Moved to Level 2

- Handling Mails to client properly without any delay.
- Work closely with the client offshore support team through voice chat.
- Managing documentation Process end to end to RT Binders
- Responsible to prepare operational exceptions for internal and external customers.
- Maintaining daily TAT as per the agreed SLA.
- Responsible to send weekly exceptions to the clients
- Maintaining quality as per customer requirement

Educational Qualification

KG College of Arts and Science

Bachelor of Business Administration with Computer Application with 85%
2019-2022

Elsie Matriculation Higher Secondary School

HSE 80%

2018-2019

Elsie Matriculation Higher Secondary School

SSLC 75%

2016-2017

CERTIFICATE

Part of Indian Book of records academy in the criteria for The Longest National flag made with handprints, in an event titled "Incredible India" in 2015

CONTACT



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manikampalayam
road, udayampalayam, chinnav
edampatti(po), Coimbatore.

SKILLS

- Team Work
- Time Management
- Leadership
- Verbal & Written

Communication

LANGUAGE

- Tamil
- English

INTEREST

- PAINTING
- COOKING

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