

# RESUME

**NAME:** JOTHIANAND.S  
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## PROFILE SNAPSHOT:

- A results-driven professional with a diverse background in Sales and Marketing, Customer service, Education, and with a total of 6 years 2 months of experience.
- Adept at investigating and resolving customer issues by finding appropriate solutions that satisfy the customer while adhering to established metrics and standards for customer service.
- A strong communicator with excellent interpersonal skills and the ability to work collaboratively with cross-functional teams to achieve organizational goals.

## EDUCATIONAL QUALIFICATION:

- **Master of Engineering in Embedded and Real-Time Systems** from Coimbatore Institute of Technology, 2017.
- **Bachelor of Engineering in Electrical and Electronics Engineering** from Maharaja Prithvi Engineering College, 2011.

## WORK EXPERIENCE:

### **Sales Executive | SR Jungle Resort Private Limited, Coimbatore | May 2023 - Aug 2023**

- Lead Generation in sales and Marketing the products for the Room Booking in Resort SR Jungle Resort, AARA Jungle Resort and Elora Resort Residencies and Farm Land Projects.
- Event organizing and Day out programs planning and role as achieving the sales and Marketing and Reporting the management.

### **Customer Support Associate | Amazon Development Centre India Pvt Ltd, Coimbatore | Aug 2019 - Apr 2023**

- Served as the initial point of contact for customers seeking assistance with questions, issues, or complaints related to the online shopping website.
- Troubleshoot Technical issues related to the website, such as payment processing errors, login or registration problems, and order-tracking issues.
- Resolved customer issues by investigating and troubleshooting the root cause of the problem and finding an appropriate solution that satisfied the customer.

**Assistant Professor(EEE) | Sri Eshwar College of Engineering, Coimbatore | June 2017 - May 2019**

- Delivered Lectures and conducted tutorials for Undergraduate students in various subjects related to Electrical and Electronic Engineering.
- Prepared course materials, such as Lecture notes, Assignments, and Exams, and Ensured that they were updated and relevant to the current syllabus.

**PERSONAL DETAILS:**

<b>Father Name</b>	P.A. Subramanian
<b>Mother Name</b>	P.S.Kalaiselvi
<b>Date of Birth</b>	13.09.1989
<b>Marital Status</b>	Divorced
<b>Blood Group</b>	B +ve (Positive)
<b>Permanent Address</b>	12/37E4 North West Street, Sathy Mettupalayam Road, Sirumugai-641302,Coimbatore district, Tamil Nadu , India
<b>Present Address</b>	12/37E4 North West Street, Sathy Mettupalayam Road, Sirumugai-641302,Coimbatore district, TamilNadu , India
<b>Languages Known</b>	Tamil,English (Read,write,speak) Kannada(Speak), Hindi ( Speak )
<b>Passport Number</b>	U5986375
<b>Passport Expiry Date</b>	15.06.2030

**DECLARATION:**

I Here by declare that all the information provided above is true to the best of my Knowledge and Belief.

**PLACE: COIMBATORE**  
**DATE: 23.8.2023**

*J. Jothianand S*

**JOTHIANAND S**