SIVARAMAN N

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I wish to utilize the best of my talent in an intelligent manner to further strengthen My knowledge for achieving heights in my Career.

Work Experience

Customer Support / Coordinator
Cascade Electro Thermics pvt ltd
January 2021 to Present

Key Responsibility:
• Handled a large volume of incoming calls and responded to a wide range of customer inquiries while providing excellent customer service
• Follow up the previous pending calls and complete the service call
• Maintain the complaint service record using Zoho creator
• Data entry of tally prime, Maintain Petty Cash
• Bank Transaction, Other Office Related work
• System Maintenances
• Inside Sale and Tele calling

Customer Care Executive
Computer Age Management Services - Coimbatore, Tamil Nadu
March 2018 to December 2019

Key Responsibility:
• Responsible for the timely and accurate process of corporate transactions and related support functions
• Handled a large volume files SBI Redemption file verification
• Processing transactions in a prompt, accurate, and efficient manner and implementing corrective actions when errors are identified, including provision of advice to customers where required
• Providing a high level of customer service on a consistent basis and ensuring staff complaints are minimized
• Maintaining a high level of confidentiality in dealing with sensitive issues and information Additional Redemption work

Customer Care Executive
Konnect Analytics India Pvt.Ltd - Coimbatore, Tamil Nadu
August 2016 to February 2018

Key Responsibility:
• Create tests to identify software problems
• Analyze bugs and errors found during tests

• Recommend improvements in software to enhance user experience.
• Motivate the development process for efficiency and performance

- Works together with the software developer to enhance and improve programs and customer side
- Maintain updated knowledge of industry trends and advancements

- Attend the customer phone call and explain the project and RDBMS

Data Entry
Sri Jayavilas Pvt.Ltd
December 2012 to July 2015

Key Responsibility:
- Data entry for windmill generation

- Production and Purchase Report Generate

- Daily, Weekly, Monthly Report Generation using Toad Oracle

- Troubleshoot Problem

Education

MCA in B.SC Computer Science
KARUNYA UNIVERSITY - Coimbatore, Tamil Nadu
2011

SSLC
S.B.K.Hr.Sec SCHOOL
2003

Skills / IT Skills

- Ability to learn new things and to express myself completely.
- Ability to work individually as well as in team.
- Troubleshooting Problem.
- Customer service
- Microsoft Office
- Cash handling
- Communication skills
- Driving
- Administrative experience
- Organisational skills
- Maintenance