

NIRMALA RANI.M

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OBJECTIVE:

To work in a challenging and creative environment that offers professional growth while being innovative, resourceful and effectively contribute towards the goals of the organization.

EXPERIENCE:

COMPANY	YEAR	DESIGNATION
Amazon	August 2019- February 2022(2 years and 6 months)	Customer support (India& North America)
Focus Edumatics	December 2017 – July 2019(1 year and 7 months)	Online tutor – United States (English, Science and Social studies)
Tata Consultancy Service	May 2016- August 2017 (1year and 3 months)	Process Associate - Telstra Corporation Limited – Australian Telecom Company

PROFESSIONAL SUMMARY:

- 2 years and 6 months of handling customers in India and North America on Amazon. Can handle customer issues and help with the perfect solutions and satisfaction with the best company policies.
- 1 year and 7 months of experience in handling US students from 1st grade to 12th grade for the subjects English, Science and Social studies.
- 1 year and 3 months of experience in Tata Consulting Services for Telstra, in which I did closing and the billing accounts for the Customer's Telephone line, Sending the customer requested bills through Siebel CRM
- Fluent in English (speaking & typing) . Able to plan, organize and work independently as well as within a team environment.

ACADEMIC RECORD

COURSE	INSTITUTION	BOARD/ UNIVERSITY	YEAR OF COMPLETION	MARKS%
B.Sc., Electronics and Communication System	Sri Krishna Arts And Science College Coimbatore	Bharathiar University, Coimbatore	2013-2016	73.84
HSC	R.K.Sree Rangammal Kalvi Nilayam higher secondary school Coimbatore	State Board	2012-2013	67.38
SSLC	VLB Janakiammal matriculation higher secondary school Coimbatore	Matriculation	2009-2010	78.80

ACHIEVEMENTS AND AWARDS

- Elected as the sports club vice chairperson of our department during the academic year of 2013 to 2014
- Elected as the NSS vice chairman of SKASC during the academic year of 2014-15
- Internally audited for new joiners

PERSONAL SKILLS AND EXTRACURRICULAR ACTIVITIES

- Active member in NSS, Shanthi Ashram, Power Of Youth Hands, Green Candies, AROH.
- Various seminars based on women empowerment and eradication of poverty.
- Worked as a volunteer for peace festival and united world week.

PERSONAL PROFILE

Name of Husband : Mr.R. Ramachandran
Date of Birth&Age : August 11, 1996& 26
Address : 3/666B2, KMR Garden, Somaiyampalayam
Coimbatore – 641108
Nationality : Indian.
Languages known : English, Tamil.

Declaration

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

Place: Coimbatore

Date:

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