

# AKSHAYA V

31, 16, Postal Colony 2nd st, West  
Mambalam, Chennai, Tamil Nadu 600033

P : 8838079061  
E : akshayarathana71@gmail.com  
DOB : 11-09-2001

## LANGUAGE

ENGLISH TAMIL,

## OBJECTIVE

Confident multi-tasker with 2 years of experience engaging with customers to solve support queries and build excellent client relationships. Highly organized with keen eye to maintain multiple streams of work simultaneously. Energetic self-starter builds strong client relationships. • Reliable customers' advocate committed to fully understand customer issues and solve them. Relentless and creative team player with flexibility to effectively manage client demands.

## EXPERIENCE

### PROPLEAF REALITY TECH PVT. LTD

1-04-2023 - present

**senior support executive (CRM ) Coordinated priority of support work based on client and business needs. Updated Propleaf Realty Tech Pvt Ltd systems and databases to update client and communication records. Maintained composure when faced with difficult customer situations. Managed customer-facing FAQ and knowledgebase on media sources. Monitored employee and customer interactions to assess quality of service. Created, prepared, and delivered reports to various departments. Set priorities and problem-solved workflow issues to maintain rapport with customers and managers. Developed and implemented procedures for responding to customer inquiries and resolving technical issues. Monitored customer service metrics and provided feedback to team members, upholding quality standards. Collaborated with other teams to identify and resolve customer issues quickly and professionally.**

### THE SREE SAITHAI MUTUAL BENEFIT FUND LTD

1-06-2022 - 1-04-2023

**senior support executive (CRM ) CRM Administration: Manage and maintain the CRM system, ensuring data accuracy, system integrity, and user access control. Data Entry and Management: Input and update customer information, sales leads, and related data in the CRM system. User Training: Provide training and support to CRM system users, ensuring they can effectively utilize the platform. Data Analysis: Analyze customer data and usage patterns to identify opportunities for improvement and growth. Automation and Workflow: Develop and implement CRM automation processes and workflows to streamline sales and marketing activities.**

## EDUCATION

### QUAID E MILLATH GOVT CLG FOR WOMENS

2022

B.com ( general)

Grades - **95%**

### CHENNAI GIRLS HIGHER SECONDARY SCHOOL, SAIDAPET CHENNAI.

2019

### STATE BOARD OF TAMILNADU HSC

Grades - **86%**

### CHENNAI GIRLS HIGHER SECONDARY SCHOOL, SAIDAPET CHENNAI.

2017

### STATE BOARD OF TAMILNADU SSLC

Grades - **95.%**

## SKILLS

• Experience Of Working In Various Software Like Tally Prime ERP 9 •  
Typing Speed Of 70 WPM • Proficient With Microsoft Excel,

Signature:



AKSHAYA V