



RAJESWARY DEAVI GUNASEGARAN

CONTACT

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LANGUAGE

- English
- Malay
- Tamil

SKILLS

- Time Management
- Critical Thinking
- Leadership
- Problem-solving
- Effective Communication
- Flexibility

EXPERTISE

- MS Office
- Basic Math
- Spreadsheets
- Customer Service
- Quality Assurance
- Data Entry
- Laptop & PC System
- Communication tools

PROFILE

Versatile professional with years of experience in warehouse administration, office assistance, and quality analysis and more. Known for strong organizational skills, attention to detail, and process improvement. Adaptable and quick to learn, consistently enhancing efficiency and delivering excellent results. Passionate about contributing to team success and continuous improvement.

EDUCATION

SMK(P) TAMAN PETALING, JALAN GASING

Sijil Pelajaran Malaysia
2011 - 2012

SMK(P) TAMAN PETALING, JALAN GASING

Penilaian Menengah Rendah
2008 - 2010

EXPERIENCE

Shopee My, Eco City KL

2024 - Present

Content Moderator (Video)

- Review user generated content (UGC).
- Enforce community guidelines.
- Handle reports of inappropriate content.
- Monitor user behavior and trends.

Floor Place Sdn.Bhd, Sungai Buloh

2023 - 2024

Administration cum Customer Service

- Handles enquiries, new order (PO), delivery orders (DO), emails, calls, whatsapp and walk in customers.
- Handles all the clerical works on a daily basis.
- Handles daily filing - scanning and e-filing.

Shopee Sg, Sunway Visio

2020 - 2021

Customer Services Representatives cum Technical support

- Answer incoming calls and handle customer complaints.
- Handling with Sellers and Buyers regards on the shipment.
- Handling and arranging pick up with Logistics.

REFERENCE

Available on request.

EXPERIENCE

IKGL International Logistics Sdn Bhd, PJ 2019 - 2020
Warehouse Administrator cum HR Administrator

- Answer incoming calls and handle DHL WhatsApp customer complaint.
- Make a report for the monthly returned item.
- Dealing with staff payroll and OT, other benefits calculation.

SINGTEL (SUDONG), Klang 2018 - 2019
Inbound Telemarketer cum Technical support (Telesales) & Trainee Team Leader

- Representative duties includes taking phone calls, assisting customers, solving customer complaints, placing orders,
- Scheduling appointments, and following up on outbound calls.
- Assisting team with the sales issue.

SAMSUNG (SME), TMone Damansara Kim 2017 - 2018
Quality Assurance / Analyst

- Maintain and develop internal support and call center quality standards.
- Following up with outbound calls based on case and project.
- Review a subset of support agents' conversations (calls, emails, chat, etc).

SUNWAY MEDICAL CENTRE, Sunway 2016 - 2016
Business Office Assistant

- Handled customer registration profile.
- Handled customer complaints and suggestions.
- Handles customer insurance registration.

ASTRO (M), PJ 2015 - 2016
Outbound telemarketer (Telesales)

- Handled all the outbound calls. (auto-dialed)
- Handles overdue/debt customers.
- Handle cases/complaints and escalate based on the cases.