

RAJESWARY DEAVI

GUNASEGARAN

CONTACT PROFILE

Versatile professional with years of experience in warehouse administration, [REDACTED PHONE NO] office assistance, and quality analysis and more. Known for strong organizational

skills, attention to detail, and process improvement. Adaptable and quick to [REDACTED EMAIL] learn, consistently enhancing efficiency and delivering excellent results.

Passionate about contributing to team success and continuous improvement.

[REDACTED ADDRESS],

48000 [REDACTED ADDRESS], [REDACTED ADDRESS]

EDUCATION

LANGUAGE

SMK(P) TAMAN PETALING, JALAN GASING

Sijil Pelajaran [REDACTED ADDRESS]

English 2011 - 2012

Malay

SMK(P) TAMAN PETALING, JALAN GASING

Tamil

Penilaian Menengah Rendah

2008 - 2010

SKILLS

EXPERIENCE

Time Management

Critical Thinking Shopee My, Eco City KL 2024 - Present

Content Moderator (Video)

Leadership

Problem-solving Review user generated content (UGC).

Enforce community guidelines.

Effective Communication

Handle reports of inappropriate content.

Flexibility Monitor user behavior and trends.

Floor Place Sdn.Bhd, Sungai Buloh 2023 - 2024

EXPERTISE Administration cums Customer Service

Handles enquiries, new order (PO), delivery orders (DO),

emails, calls, whatsapp and walk in customers.

MS Office

Handles all the clerical works on a daily basis.

Basic Math Handles daily filing - scanning n e-filing.

Spreadsheets

Customer Service Shopee Sg, Sunway Visio 2020 - 2021

Customer Services Representatives cum

Quality Assurance

Technical support

Data Entry

Answer incoming calls and handle customer complaints.

Laptop & PC System

Handling with Sellers and Buyers regards on the shipment.

Communication tools Handling and arranging pick up with Logistics.

REEXFEPREERNIECNECE EXPERIENCE

IKGL International Logistics Sdn Bhd, PJ 2019 - 2020

Available on request.

Warehouse Administrator cums 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), [REDACTED ADDRESS] 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.