



NIVEDHA EAKAMBARAM

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Summary

Customer Support Executive with proven expertise in client handling, vendor coordination, and billing issue resolution, combined with seven months of IT recruitment experience in sourcing, screening, and onboarding candidates. Skilled at cross-functional collaboration, vendor management, and problem-solving, with a strong knowledge of SAP FICO modules. Currently transitioning into ERP-based finance roles, with hands-on SAP practice.

Skills

- MS Excel
- Customer relationship management
- Complaint resolution
- Task coordination
- Vendor management
- Candidate sourcing
- Interview coordination

Experience

Customer Support Executive

09/2023 - Current

BTR Private limited | chennai, India

- Resolved customer complaints related to billing and service issues, maintaining high satisfaction levels.
- Followed up consistently on vendor-related tasks until **invoice generation and closure**.
- Created and assigned tasks to coordinate with vendors, ensuring a smooth workflow and timely updates.
- Coordinated with **technical and backend teams** to resolve operational issues within defined timelines.
- Collaborated with colleagues and cross-functional teams to handle and resolve **complex customer queries**.
- Took responsibility for end-to-end complaint resolution, ensuring accountability, and clear communication with customers.

IT Recruiter

08/2022 - 02/2023

Sight spectrum technologies | Thanjavur, India

- Sourced candidates using various job portals and social media platforms.
- Coordinated interviews between candidates and hiring managers effectively.
- Developed and maintained relationships with potential candidates proactively.
- Utilized applicant tracking system for managing candidate pipelines efficiently.

Education and Training

Masters of Commerce : Computer Application

06/2021

Bharathidasan university University | Trichy

Bachelor of Commerce: Computer Application

05/2018

Bon Secours College For Women | Thanjavur

Certifications

- SAP FICO module certification
- Tally ERP

- Tally prime
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Languages

Tamil: First Language

English:

A1



Beginner (A1)