

# Santhosh R

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## EXPERIENCE

### VWR LAB PRODUCTS | SR. CUSTOMER SERVICE ASSOCIATE

Oct 2022 - Aug 2023 | Coimbatore, India

- **Monitored flagged customer accounts**, reducing ongoing issues by **20%** through **innovative solutions**.
- Handled customer inquiries and complaints, leading to a **15%** increase in overall customer satisfaction.
- Collaborated with teams, **improved delivery efficiency** by 25% through streamlined solutions.
- **Trained new team members**, enhanced service techniques, and reduced onboarding time by 20%.
- Contributed to **quality assurance**, increased overall team performance by 15% through insightful scoring and feedback.

### VWR LAB PRODUCTS | CUSTOMER SERVICE ASSOCIATE

Apr 2021 - Sep 2022 | Coimbatore, India

- Spearheaded and **implemented customer service initiatives**, achieving a significant **25% reduction** in wait times.
- Managed a substantial daily customer volume, contributing to a **15% increase** in positive feedback.
- Responded promptly to customer requests, **delivering excellent support and personalized recommendations**.
- Optimized internal software, resulting in a notable 20% improvement in **issue resolution efficiency**.

### VWR LAB PRODUCTS | JR. CUSTOMER SERVICE ASSOCIATE

May 2020 - Mar 2021 | Coimbatore, India

- Processed, scheduled and executed customer quotations for both new and established clients.
- Acquired and maintained an **in-depth understanding** of product and service information.
- **Offered knowledgeable and educated responses** to diverse customer inquiries, ensuring a high level of customer satisfaction.

## EDUCATION

### MASTER OF SCIENCE | ENVIRONMENTAL SCIENCE

Jun 2020 - Jun 2022 | PSG College of Arts & Science

- Conducted comprehensive postgraduate research on **"Evaluation of Air Pollution Tolerance Index & Anticipated Performance Index of Selected Plant Species for Green Development in Coimbatore."**
- Completed NPTEL course on **Municipal Solid Waste Management**, enhancing expertise in sustainable practices.

### BACHELOR OF SCIENCE | MICROBIOLOGY

Jun 2017 - Jun 2020 | PSG College of Arts & Science

- Active participation in numerous workshops and seminar programs conducted by various institutions.
- Participated in **SPECIAL LEADERSHIP TRAINING PROGRAM** facilitated by PSG Entrepreneur's Development Cell.

## SKILLS

- Customer Support and Communication
- Multitasking with SAP Order Management
- Data Analytics by Advanced Excel
- Data Visualization by Tableau & Power BI
- Emotional Intelligence & Effective Communication

## TECHNICAL SKILLS

- SAP for Product & Order Management
- Root Cause Analysis - Customer & Process Development
- Athena, Salesforce, C4C for CRM
- Data Wrangling & Data Visualization by Excel, PowerBI & Tableau
- Email & Phone Call etiquette
- SQL Database Management System

## TECHNOLOGY

SAP • MS Excel • Cisco Jabber  
PowerBI • Tableau • OneDrive  
• SQL • Python

## PROJECTS

- Youtube Data Harvesting & Warehousing with MongoDB & MySQL
- Phonepe Pulse Data Visualisation & Exploration using EDA ETL Process.
- BizCardX: Extracting Business Card with OCR
- Airbnb Data Analysis using PowerBI

## LANGUAGES KNOWN

- ENGLISH
- TAMIL

## LINKS

Github:// **Santhosh-R-1703**  
LinkedIn:// **Santhosh-R**