

SUBHALEKHA VENKATESAN

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Portfolio-<https://subhalekhavenkatesan.github.io/SubhaPortfolio/>

PROFILE

A Dedicated and empathetic Customer Service Advisor with extensive experience in providing exceptional customer support. Proficient in handling inquiries, resolving complaints, and delivering detailed product and service information through various communication channels. Known for strong communication skills, effective problem-solving, and a commitment to enhancing customer satisfaction and loyalty.

EDUCATION

Master of Science in International Business Management

Edinburgh Napier University, United Kingdom

2022-2023

- Developed strong foundation in management skills through coursework and hands-on projects.
- Honed analytical and problem-solving abilities, with a focus on international business strategies.
- Acquired expertise in analysing complex business issues, making objective decisions, and generating innovative ideas.

Bachelor of Science in Agriculture

Karunya Institute of Technology and Science, India

2018-2022

- Cultivated a deep understanding of agricultural principles, practices, and technologies through rigorous coursework and hands-on training.
- Developed expertise in sustainable farming techniques, crop management, and soil conservation.
- Collaborated with peers on research projects, enhancing problem-solving and teamwork abilities.

EXPERIENCE

Nando's Restaurant (1 year Experience)

- Onboarded and Delivered Exceptional Client Service to 200 customers per shift during peak times.
- Memorized over 100+ different menu items and helped guide customers to ideal their dining experience.
- Received highest mentions among all my colleagues and awarded for the best hospitality service by the management.
- Managed the Customer Relationship Management & Point of Scale System and entered 50 plus orders per hour with zero errors.
- Helped train 10+ new staff to use technical systems.

Amazon Warehouse, Dunfermline

- Provided first-hand experience in industrial operations within a dynamic business environment at Amazon.
- Enhanced understanding of logistical intricacies through tasks such as inventory management, order fulfilment, and quality control.
- Collaborated effectively with team members to ensure efficient workflow and customer satisfaction.

SKILLS

Ms Excel- Advanced
Excel VBA Project
Pivot Table
Ms Word

Microsoft Office 365 Suite
Ms Outlook
HTML
CSS

Data Entry and Management
Javascript
Project Management
Ms PowerPoint

CERTIFICATIONS

- Ms Excel (Advanced)
- Fundamentals of supply chain
- Fundamentals of logistics
- HTML,CSS, Javascript
- Operation management- supply chains, products, and service
- Fundamentals of supply chain
- Accounting basics

SOFT SKILLS

- Persuasive
- Resilient
- Visionary
- Empathetic
- Resolved
- Rapid Assimilator
- Proactive
- Flexibility