

Sumayya Mancheri

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37 Blackwater Crescent, Scarborough, ON M1B1L5

PROFESSIONAL SUMMARY

An enthusiastic Web design and development certified graduate with a degree in electronics and communication, six months of web design experience, and nearly two years of administrative experience seeks to join a company that offers a platform for me to advance my professional knowledge and abilities. To actively contribute as a team member to the company's growth and to help the management achieve their objectives through the creative use of technology, effective problem-solving techniques, and exceptional interpersonal skills while having the flexibility to work both independently and in a group setting.

Skills

- HTML
- Java Script.
- CSS
- JQuery
- GitHub
- PHP
- Excellent in Microsoft Office, Adobe Reader, Photoshop and Corel Draw.
- C Program, Embedded Programming

WORK EXPERIENCE

Customer Service Representative

Concentrix, Glace Bay Nova Scotia

27th May 2019 to 23rd Feb 2021

- Responsible for taking inbound Customer Service calls and handling customer enquiries
- Provide support and comprehensive service information to customers.
- Assist customers in making purchasing decisions.
- Look for cross-selling opportunities to increase individual purchase value and overall sales.
- Achieved 97% average customer satisfaction rating, surpassing team goal by 12%
- Responded promptly and answered/resolved customer inquiries and complaints
- Expertise in investigating, and resolving service issues or product problems
- Commended for initiative, persuasiveness, intense customer focus
- Able to resolve difficult customer situations by listening , using tact, politeness.

WEB DESIGN INSTRUCTOR

Aptech Computer Education, Kerala India

August 2018 to Jan 2019

- Delivering instruction that meets module and program objectives as set out in the curriculum
- Develop different classroom and/or online learning strategies to ensure knowledge and skills acquisition and retention.
- Evaluate students' performance through different academic assessments.

HR Assistant

A.M MOTORS -Maruti Suzuki Dealership, India

3rd Oct 2016 to 4th May 2018

- Enrolling employee details and maintaining employee files and records,
- Successfully planned and coordinated company events and teamwork activities.
- Monthly payroll updation.
- Produced reports, Presentation, flyers, spreadsheets, graphs, charts ,diagrams and illustration
- Preparing various letters like offer letters, appointment letters, increment letters, transfer letters etc.
- Organizing Employee Engagement Activities.

EDUCATION

Bachelor of Technology: Electronics and Communication 2018 - CUSAT University
Kerala India

Certifications

Merit Certification by APTECH in Web Design and Development.