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SUSMITHA P

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PROFESSIONAL SUMMARY

I am a customer-focused and proactive Customer Support Officer with over 6 months of experience adept at Handling customer inquiries, resolving issues, and ensuring overall customer satisfaction. Recently completed Full-stack course, and I am now seeking a job position in an organization where I can implement my Programming skills to contribute to innovation and leverage my diverse skill set.

SKILLS

My SQL
Java
Python

Time management
Communication
Team work

WORK EXPERIENCE

Customer Support Officer (July 2023 – Current), Allsec Technologies, Velachery.
In my role as a customer support officer, I've adeptly managed backend tasks to enhance the overall customer experience

EDUCATION

Alagappa College of Technology (2019 – 2023)

- B.Tech Leather Technology (CGPA – 8.17)

New Prince Matriculation Higher Secondary School (2018 – 2019)

- HSC (Percentage – 82.66%)

New Prince Matriculation Higher Secondary School (2016 – 2017)

- SSLC (Percentage – 93%)

CERTIFICATION

- Completed machine learning program in naan mudhalvan.
- Completion of level v in robotics course module.
- Completed python in GUVI.

LANGUAGES

English (R / W / S)

Hindi (R / W)

Tamil (R / W / S)