**CURRICULUM VITAE**

**Saranya Devi.L**

K6-1, Dhanalakshmi Nagar, Narasimhanaickenpalayam

Coimbatore – 641031, Tamilnadu, INDIA.

Mob – 73733 29541

Email Id:- **Saranya291295[@gmail.com](mailto:drarunkarthik@yahoo.com)**

**OBJECTIVE**

Seeking for a Position with 2.5 years of experience to enhace my technical skills to add values to the Organization. To make use of my interpersonal skills to achieve goals of a company that focusos on client satisfication and customer experience.

**EXPERIENCE**

**Sulekha.com New Media India Pvt Ltd,Bangalore.**

Customer Relationship Manager(CRM) : (May 2019 to June 2020)

**Roles and Responsibilities:**

* Created training guides and in-person and online training courses to improve customer user

Experience(SAP) in android application environment.

* Maintained client files with sales contracts, records of client interactions, client notes,and other information.
* Created customer support strategy for team of 10 to increase efficiency with mobile app support to the customer retention by 100%.
* Built client relationships by responding to inquiries, identifying and assessing clients needs, resolving problems, and following up with potential and existing clients.

**Inteliminds Bpo Solutions Pvt Ltd,Bangalore**

Executive Operations : (May 2018 to April 2019)

**Roles & Responsibilities**

* Conducted on-site product demonstrations to highlight features, answer for the client questions

and redirect concerns toward positive aspects.

* Identified needs and developed appropriate responses along with information on suitable services.
* Worked to develop network by identifying and pursuing new leads, attending industry events and building rapport with client.

**Zeus Televentures,Chennai**

Backoffice Operations (Feb 2017 to feb 2018)

**Roles and Responsibilities**

* Teamed with IT department to address technology issues and shortfalls.
* Advised on technical improvements to increase order entry system efficiency.
* Designed and implemented office policies by establishing standards and procedures.
* Maintained daily updated Spreadsheet to assist team in scheduling associates and project manager.

**Certification**:

* I have done **Python Programming at Kenpro Learing**- Bangalore.
* I have completed .Net course with Microsoft Certification.

**EDUCATIONAL QUALIFICATIONS**

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| --- | --- | --- | --- | --- |
| **STANDARD** | **NAME OF THE INSTITUTE** | **BOARD/UNIVERSITY** | **PERCENTAGE** | **YEAR** |
| **B.E CSE** | SENGUNTHAR ENGINEERING COLLEGE | ANNA UNIVERSITY | 73% | 2016 |
| **12TH** | J.K.K NATARAJA MATRICULATION HR.SEC SCHOOL | MATRIC | 72% | 2012 |
| **10TH** | J.K.K NATARAJA MATRICULATION HR.SEC SCHOOL | MATRIC | 63% | 2010 |

**ACHIEVEMENTS**

**Technical Symposium in 1st year presented project and got 1st prize.**

* + “**solar energy with efficient power**” In this used turbine download reduced electricity and solar panel it absorbs sunlight during day time it can save energy and comes output voltage is low.

**Technical Symposium in 3 year presented project and got 1st prize.**

* + “**HOSPITAL MANAGEMENT SYSTEM**” In this we have already registered patient details in that doctor will check and send description each patient will update daily both in-patient and out-patient in this system mostly used foreign countries. Whatever surgery or description update this website we can operate same place.
  + Done Internship in UNIQ technologies at Chennai for duration of 3 weeks.
  + Participated in various college technical symposium and presented many technical papers.

**PERSONAL DETAILS**

Name : L.saranya devi.

Date of birth : 29th December,1995.

Gender : Female.

Languages known : English, Tamil and Kannada.

Address : K6-1, Dhanalakshmi Nagar,

Narashimanaickenpalayam

Coimbatore- 641031

**DECLARATION**

I hereby declare that above furnished particulars are true to the best of my knowledge and belief.

Place : Yours faithfully,

Date :