THILLAIARASU E

CAREER OBJECTIVES

To obtain a role where I can utilize my background in software sales and customer support to improve the customer journey and optimize sales strategies, driving both customer loyalty and business growth.so as to use my potential to the full extent and develop new skills and learn new concepts for the growth of the organization as well as my career.

WORK EXPERIENCE

SOFTWARE SALES EXECUTIVE
PROCESSDRIVE IND PVT LTD
ELCOT IT PARK, HOSUR
(AUG 2023 - JULY 2024)

CUSTOMER SUPPORT EXECUTIVE
BOSCOSOFT TECHNOLOGIES
YELAGIRI HILLS
(NOV 2022 - AUG 2023)

EDUCATION

B.SC (COMPUTER SCIENCE)
DON BOSCO COLLEGE YELAGIRI HILLS
OBTAINED 60% **(2019 -22)**

HIGHER SECONDARY
RAMAKRISHNA HR SEC SCHOOL TIRUPATTUR
OBTAINED 45% **(2018 -19)**

SECONDARY SCHOOL LEAVING CERTIFICATE (SSLC)
DON BOSCO MAT HR SEC SCHOOL TIRUPATTUR
OBTAINED 66% **(2016-17)**

ROLES AND RESPONSIBILITIES

SOFTWARE SALES EXECUTIVE

1. GENERATING LEADS AND PROSPECTING FOR NEW CLIENTS TO BUILD A STRONG SALES PIPELINE.

2. COLD CONDUCTING VIA CALLS AND MAILS AND SCHEDULING ONLINE DEMO

3. UNDERSTANDING CUSTOMER NEEDS AND RECOMMENDING APPROPRIATE SOFTWARE SOLUTIONS.

4. NEGOTIATING AND CLOSING SALES DEALS TO MEET OR EXCEED SALES TARGETS.

5. PROVIDING AFTER-SALES SUPPORT AND ASSISTANCE TO ENSURE CUSTOMER SATISFACTION.

6. COLLABORATING WITH MARKETING AND PRODUCT DEVELOPMENT TEAMS TO PROVIDE FEEDBACK ON MARKET TRENDS AND CUSTOMER NEEDS.

7. MAINTAINING ACCURATE SALES RECORDS AND REPORTS FOR MANAGEMENT REVIEW.

CUSTOMER SUPPORT EXECUTIVE

1.PRODUCT GUIDANCE: PROVIDING USERS WITH INFORMATION ON HOW TO USE THE SOFTWARE, INCLUDING TUTORIALS, GUIDES, AND BEST PRACTICES.

2. BUG REPORTING AND RESOLUTION: ASSISTING USERS IN REPORTING ANY BUGS OR ISSUES THEY ENCOUNTER WITH THE SOFTWARE, AND WORKING WITH THE PRODUCT DEVELOPMENT TEAM TO RESOLVE THEM.

3. ACCOUNT MANAGEMENT: ASSISTING USERS WITH ACCOUNT-RELATED ISSUES, SUCH AS BILLING INQUIRIES, SUBSCRIPTION MANAGEMENT, AND ACCOUNT ACCESS.

4. FEEDBACK COLLECTION: GATHERING FEEDBACK FROM USERS ON THEIR EXPERIENCE WITH THE SOFTWARE, AND USING THIS FEEDBACK TO IMPROVE THE PRODUCT AND CUSTOMER SUPPORT SERVICES.

SKILLS

1. CUTOMER SUPPORT

2. SOFTWARE SALES AND DIGITAL MARKETING

3. BASIC KNOWLEDGE IN GENERATIVE AI TOOLS

4. COLD CONTACTS

5. BASIC KNOWLEDGE IN HARDWARE AND NETWORKING

6.EMAIL SUPPORT

7.MS WORD, EXCEL

8.PHOTOSHOP

9.CANVA

WEBINAR'S & CONFERENCE'S

1. DIGITAL MARKETING WITH AI WEBINAR

2. UMAIGEN 2024

3.NASSCOM SME CONFLUENCE

CONTACTS

CONTACT
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PERSONAL DATA
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GENDER : MALE
MARITAL STATUS : UNMARRIED
ADDRESS : 18, PONNAIMMAN KOIL
TIRUPATTUR,TIRUPATTUR DT, 635601

DECLARATION

I HERE BY DECLARE THAT ALL THE INFORMATION MENTIONED ABOVE IS TRUE TO THE BEST OF MY KNOWLEDGE. I AM ALSO CONFIDENT OF MY ABILITY TO WORK IN A TEAM

DATE :   YOUR'S TRULY
PLACE :   (THILLAIARASU)