**Carrier objective:**

To obtain a demanding and challenging job that will further enhance my knowledge and technical skills leading to the betterment of both the company and myself.

**Professional Experience:**

* Currently working as a consultant in **sutherland global services** since **October -2015**.
* Worked as a quality control Trainee in **SL lumax Ltd** in customer support, Supplier for Automobile Major OEM’S like HyundaiMotor India, Ford, General Motors India, from **May 2013 – Aug 2015.**
* Worked as a project associate in **Shri Hari Electricals** from **August 2011-April 2013**.

**Current Roles and Responsibilities:**

1. **Sutherland global service:**

* Providing technical support to global sellers over the mail with configuration and troubleshooting of products and it’s issues.
* Provides prompt and efficient service to Amazon Sellers and Merchants including the appropriate escalation of Sellers’ issues.
* Perform the tasks of handling seller emails regarding the request of services and products issues.
* Liaise with other departments such as Customer Service, Merchant Investigations, or Payments teams as required to resolve Seller’s issues and questions.
* In-depth knowledge of the methods, processes and techniques of providing best sellers support.
* Demonstrates excellent time-management skills and the ability to work independently while using departmental resources, policies and procedures.
* Contributes to a positive team environment and proactively aids team members with difficult contacts as needed.
* Maintains acceptable performance metrics such as quality, productivity, first contact resolution, and attendance.
* Actively seeks solutions through logical reasoning and data interpretation skills and identifies trends to appropriate channel including improvement suggestions.

1. .**SL lumax Ltd:**

* As a Quality Control responsible for Customer, New product development in organizations. To product audit and testing, defect control, preparing check sheet and online inspection report, document and shift man power handling.

**Roles and Responsibilities:**

* Part Feasibility study & Part Review with customer.
* Analyzing Customer Complaints and solving the problems by using 7QC tools and take the Corrective actions.
* Analyzing the customer complaints and taking corrective and preventive actions before start the mass production.
* Receiving the Field problem parts from customer & conducting the simulation studies and take Permanent corrective action effectively.
* Conducting the Mfg. Process and product audit in house & Timely Updating of (FMEA, Control plan, Inspection reports), based on corrective actions.
* Accepted quality level (AQL) defined with customer based on make agreement of inspection (AOI).
* Prepare the Weekly quality status presentation for management meeting.
* Applying technical knowledge and skills gained through education and work experience to increase the company’s productivity.

**Education:**

* **Bachelor of Engineering in Electronics and Communication** from Anna University, during the period 2007- 2011  with **71%** in Shri Andal Alagar College of Engineering in Chengalpattu,Chennai.
* **HSC**: Completed my HSC with **82%** in M.CT.RM Higher Secondary School, Kulipirai on 2007.
* **SSLC**: Completed my SSLC with **89%** in M.CT.RM Higher Secondary School, Kulipirai on 2005.

**Technical knowledge:**

* **HTML, CSS, JAVA script, PHP**
* **.NET, ASP.NET, XML**

**Personal Skills:**

* Quick Learning capacity
* Self-initiator with high motivation
* Excellent Team Player focusing on targets

**Personal Details:**

Father’s name : s.selvam

Date of birth : 30th june 1989.

Languages known : tamil , English

Passport No : K2714301

Address for communication : d.no:2/86,authur,kulipirai(post),

Pudukkottai(district),

pin: 622402

**Declaration:**

I here by declare that all the information mentioned above are true and correct to the best of my knowledge.

Signature,

Date:

Place:  **(S.VIJAY)**