

Vishali Balasubramaniyan

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LINKS

<https://www.linkedin.com/in//vishali-bala-a7a35a120>

PROFILE

To build a successful career in a challenging environment that could utilize my skills to contribute towards the growth of the organization.

EMPLOYMENT HISTORY

Feb 2018 -Aug 2019	Technical Customer Support Engineer, Sardonyx Technologies Private Limited	India
	<ul style="list-style-type: none">Organised workspaces for employees with computer, monitors and associated cabling or equipment.Supported loading of peripheral equipment with selected materials.Established and troubleshot network and data communications systems.Delivered reliable, high quality technical support to average of 20 users daily.	
Dec 2019 -Feb 2020	Care Assistant, Mushkil Aasaan	Tooting Broadway
	<ul style="list-style-type: none">Monitored individual's physical and emotional wellbeing, promptly reporting changes and providing suggestions for care plan adjustments.Prepared healthy meals with additional mealtime planning, feeding and support.Assisted in all aspects of personal care, retaining comfort and dignity.	
May 2020 -Dec 2020	Assistant Manager, Chennai Dosa	South Croydon
	<ul style="list-style-type: none">Addressed customer issues calmly and professionally, delivering quick, successful resolutions.Trained staff on best practices to achieve optimal productivity.Developed product pricing and promotions to reach revenue goals.Reported kitchen maintenance needs and unsafe work conditions for minimised operational disruption.Calculated charges, issued bills and collected payments, processing accurately to avoid till discrepancies.	
Jan 2021 -Dec 2021	System Administrator, Shaalis	Croydon
	<ul style="list-style-type: none">Evaluated latest innovations and adopted cost-effective, useful solutions.Completed reports detailing performance, costs and downtime issues.Implemented, maintained, developed and tested the installation and update of file servers, print servers and application servers in all departments.	
Jan 2022 -Present	Customer Service Assistant, Tesco Express	kennington
	<ul style="list-style-type: none">Resolved customer issues using strong interpersonal skills and conflict resolution techniques.Guaranteed positive customer experiences by efficiently resolving customer concerns and complaints.Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.Managed high-volume customer queries simultaneously through effective multitasking.	

EDUCATION

Sep 2019 -Jun 2022	Master Degree (MBA With Placement Year), University of East London	London
	Result-68% Pass with Merit	
Aug 2013 -May 2017	Bachelor of Technology - Information Technology, Parisutham Institute Of Technology And Science	India
	CGPA : 6.67%	

SKILLS

Communication Skills

Ability to Work in a team

Creative Problem Solving

Flexibility

Customer Relationship

Management