P. Ramya   **Mobile: - 6381987710**
                                                  Whats App :- 9791119089
                                                   E-mail: ramyanair246@gmail.com

CAREER OBJECTIVE

To be associated with an esteemed organization that provides opportunities to utilize and share my skills, improve my knowledge and to be a part of a team that performs dynamically and efficiently towards the growth of the organization.

Experience:- 1) Worked as an " **Analyst**" in " **SERCO GLOBAL SERVICES** "for client " **Google India Pvt Ltd**" from 26.12.2012 to 29.11.2013.

2) Worked as an " **SR. Associate Consultant** " for " **NTT DATA GLOBAL DELIVERY SERVICES Pvt Ltd**" from 12.06.2015 to 24.04.2018.

3) Worked as Co-ordinator in " Marketing Department" for " **RMC Packaging systems private limited** " from 16th july2018 to 9th Dec 2021.

4) Worked as **Customer Service** E**xecutive** for "**SBI Credit card private limited** " from 04.04.2022 to 20.03.2023.

Environment:- 1) Worked in an environment that relies on Geographical Information Systems which helped in Google mapping.

2) Worked in an Application Production Support by providing support to customers through Service Request Management and Incident Management. And also having hands on experience with multiple tools like BMC Remedy & Aravo to support the Customers.

3) Worked as an executive where we provide resolutions to customers Related to credit card transactions, payments and statement Queries.

Project Description:

- The Project mainly dealt with mapping lanes on a road segment which would direct a user into the correct lane for perfect navigation.
- Lane Mapping tool was used to view, understand, question, interpret, and visualize data in many ways that reveal relationships, patterns, and trends in the form of maps, globes, reports, and charts.
- The project deals with level 1 team of Helpdesk for Johnson and Johnson supports a part of JNJ' s Learning management system called Compliance Wire and a Due Diligence Automation tool called Aravo. Tickets are created through a Landing page and handled in Remedy ticketing system. The level 1 team will sort out the requests based on the application (Compliance Wire or DART) and will process it based on the issue types.
- Providing 1st & 2nd Line Support to the customers through Email, Voice, and Web. Resolve user issues related to E-Learning courses.

SKILLS

- Good logical, analytical, reasoning and written communication skills
- Well versed with customer service orientation, phone etiquettes and basic computer knowledge

STRENGTHS

- Application knowledge,
- Flexibility,
- Time management.
- Self-Confidence
- Hard Working

ACADEMIC QUALIFICATION

Qualification	Institute	Year of Passing	% of Marks
B.Tech (EEE)	Princeton College of Engineering & Technology, Ghatkesar.	2011	64.79%
Intermediate	Sri Chaitanya Junior Kalasala.	2007	62.5%
Xth	DAV Public School, Safilguda, Hyderabad. (CBSE Syllabus).	2005	58%

ACADEMIC MINI-PROJECT

Title	" **Design of Single Core Cables**"
Description	Analyze the electric stress distribution in underground cables.
Role	Member among the team of 4 members.
Platform	Power Systems
Software used	ANSYS.
Project place	Ascent Technologies, Uppal, Hyderabad.

ACADEMIC MAIN-PROJECT

Title	" **Analysis of Electro Magnetic Field using FEM for Transmission lines Transposition**" .
Description	As power loss in transmission line is due to inductance and it can be equalized by transposing the lines.
Role	Member among the team of 4 members.
Platform	Power Systems
Software used	ANSYS.
Project place	Ascent Technologies, Uppal, Hyderabad.

SOFTWARE SKILLS ACQUIRED

Operating Systems	: Windows XP/2000/Windows Vista, Windows 7
Programming Languages	: C
Technical Courses	: Diploma in .Net from NIIT.

PERSONAL DETAILS

Husband' s Name	: Mr. R. Sarath Chandran
Date of Birth	: 26th December 1989
Nationality	: Indian
Languages known	: English, Hindi, Telugu, Tamil and Malayalam .
Marital Status	: Married
Present Address	: 3b/c, sai kripa layout, purushottam Nagar ,

3rd street, Periyapanicherry,Chennai-600128.

.

I hereby declare that the above mentioned information is true and correct to the best of my knowledge.

Date: 17.04.2023
Place: Chennai

(P. Ramya)