



**LAKSHMI OMPRABURAJ**

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**PERSONAL OBJECTIVE:**

To achieve high career growth through a continuous learning process and keep myself dynamic, visionary and competitive with changing scenario of the world.

**Work Experience :**

Organization : **Cosmic Global Private Limited**  
Duration : From 10th September 2018 to 8 th  
October 2021. Designation : Junior Executive-  
Marketing Support

**Responsibilities:**

- Accurately answer all consumer, agent and independent marketing organizations questions regarding all products and clearly explain product features, advantages and benefits, including variances by state. Re-directs incoming calls as needed
- Effective customer relation skills
- Coordinate, assemble, and use correct mailing techniques for all materials requested by marketing and agent field force
- Coordinate and assist with the marketing activities of a product or business line which may include advertising, direct mailing, printing and agents' event
- Prepare materials, demonstrations, illustrations and proposals for all activities
- Maintain adequate supply of all marketing supplies for agent field force
- Tracking and reporting sales performance including pipeline & conversion
- Maintains workflow by studying methods; cost reductions; and reporting procedures.
- Creates and revises systems by analyzing operating practices, recordkeeping systems, forms control, office layout, and budgetary and personnel requirements.
- Deliver Order and Invoice
- Monitor and follow up on outstanding Sales quotation
- Resolves administrative problems by coordinating and identifying solutions.
- Maintains supplies inventory by checking stock, placing and expediting orders for supplies; verifying receipt of supplies.



### **Experience Summary: II**

Working as a Counselor to minimize complaints and to make sure that parent complaints are dealt with and closed within a short time frame. And Counselor is a member of the school leadership team and will act as a facilitator in the school.

### **Work Experience :**

Organization : **Narayana Group of Schools**  
Duration : From 18th January 2017 to 30<sup>th</sup> June 2017.  
Designation : Counselor – Narayana E-Techno School,  
Chennai.

### **Responsibilities :**

- Meeting Parents who visit the school and taking their feedback / complaints / suggestions and keeping a register of the same.
- Making sure that complaints registered reach the concern authority and the issue is closed within the given TAT mentioned to the parent.
- Making sure that all information that reach the parent is authentic and no false commitments are made from the branch.
- In case of any mishap, the coordinator will call the concern parent and explain the exact series of events that took place.
- Making sure that parents are not made to wait in the reception to meet Principal, Vice Principal etc.
- Ensuring that the quality and quantity of the canteen food is maintained and food and beverages that are not recommended by the Narayana System are strictly prohibited.
- Coordinating for all school requirements such as books, shoes, ID cards etc.
- To play an active role in the admission process and ensure there is no malpractice in handling fee payments.
- Handling database and ensuring that the database of the school is kept confidential and is not shared with unauthorized persons at any point of time.
- Assure that under no circumstances female students are manhandled / molested. If such an incident does take place – The counselor needs to immediately contact DGM / Dean regarding the same.
- The counselor should be available at the school from 9 am to 6 pm and extend if required to suit the parent requirement.

### **Experience Summary: II**

Service coordinator involves managing a staff of service employees, resolving client issues and customer complaints, and ensuring that the company's positive image and reputation remains intact

### **Work Experience :**

Organization : **Canadian Crystalline Water India Limited**  
Duration : From 20<sup>th</sup> April 2018 to Till date.  
Designation : Sales & Service Coordinator,  
Chennai.



**Responsibilities :**

- Interface with customers and sales representatives to handle both pre-sales and post-sales service functions.
- Provide outstanding customer service to improve customer satisfaction and relationship.
- Handle and resolve customer complaints/inquiries via mail or phone in a timely and accurate manner.
- Assist in product purchasing and order fulfillment activities such as taking orders, giving pricing information, determining appropriate shipping methods, routes and rates, etc.
- Handle incoming phone calls related to; return material requests, product samples, order referrals, sales promotions, etc.
- Monitor product order shipment to ensure on-time delivery to customers.
- Provide price and cost proposals in response to customer's requests.
- Develop knowledge about each customer's business model and requirements.
- Coordinate, analyze and improve customer service functions to meet company goals.
- Maintain database of customer sales order and invoicing records.

**EDUCATIONAL QUALIFICATION:**

COURSE	INSTITUTION NAME	BOARD/ UNIVERSITY	YEAR OF PASSING	PERCENTAGE ACQUIRED
B.TECH(IT)	Panimalar institute of Technology	Anna university	2015	7.42 (CGPA)
HSC	Govt Girls Higher Secondary School, Arcot	State Board	2011	80%
SSLC	Govt Girls Higher Secondary School, Arcot	State Board	2009	88%

**ADDITIONAL QUALIFICATIONS AND CREDENTIALS:**

**COURSE**  
Type Writing

**INSTITUTION**  
Department Of Technical  
Education

**SKILL LEVEL**  
Junior Grade  
(First Class)

Java

Cyber Soft Solutions

Core Java



**CERTIFICATE COURSES:**

- Completed training program on C Programming duration of 5 months.
- Completed training program on C++ Programming duration of 3 months..
- Completed training program on Java duration of 1 month.

**TECHNICAL SKILLS:**

**Languages Known :** C,C++

**Operating System :** Windows XP,Windows 7

**Packages :** Microsoft Office Word ,Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint Presentation.

**PERSONAL PROFILE:**

**Name :** Yogalakshmi N.

**Husband's Name :** Om Praburaj P

**Date of Birth :** 26th May 1994

**Permanent Address :** Old no: 13 New no: 4, Adishesha nagar,  
IIIrd Street,  
Perambur, Chennai  
– 600012

**Gender :** Female

**Marital Status :** Married

**Nationality :** Indian

**DECLARATIONS:**

I hereby declare that the information furnished above is true to the best of my knowledge.

**Place:** Chennai.

**Date:**



Edit with WPS Office

**(Yogalakshmi N.)**