

Sharja Arjun

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OBJECTIVE

customer-service & operations oriented professional with 7 years of experience. Fast learner, well-organized, highly focused, extremely committed and an energetic team player with high integrity and good communication skills. Able to grasp and assimilate new applications and technologies very quickly. Seeking a challenging position with dynamic Organization, where I can utilize my **skills** and get recognized for the same.

Professional Experience:

Organization : Byju's -The learning App (Bangalore)

Tenure : 02.07.2018 – 26-12-2020

Designation : Senior Customer Operations Executive (logistics)

- Handling Escalations mails
- making phone calls to customers. supporting customer's concerns
- Assigning orders to other branches by using orderhive
- Raising & closing tickets through freshdesk
- Coordinating with supply Agencies & making them work to be done on time
- follow-up and report about processing of hold items to be manipulated.

Organization : Bullion Fox Commodity Pvt Ltd (Salem)

Tenure : 05.06.2017- 07.06.2018

Designation : HR Admin Executive

- Verifying Employee's past records
- Handling Emails
- Handling joining and exiting process of employees.
- Maintaining physical and digital personal records of employees.
- Track the daily attendance of the employees through biometric device.
- Short listing the resumes based on desired skills and experience.

Organization : HDFC BANK (Salem)

Tenure : 01.05.2014 - 20.05.2017

Designation : Sales Executive

- Making cold calls and converting them as a customers
- Attending existing client's database and generating new client base to creating more business
- Uploading all new Account opening applications in bank software.
- Coordinating sales activities with marketing team

Educational Qualification:

- **M.A**, English Literature from Bharathidasan University
- **B.A**, English Literature from Periyar University
- **HSC**, (GGHS School) State Board
- **SSC**, (GGHS School) State Board

Computer Proficiency:

- Microsoft word
- Microsoft Excel
- Internet operations

Extra-Curricular Activities:

- Voted and selected as Fine Arts President in college,
- Won many Prizes and Certificates in Cultural and Social Association.

Personal Profile

Date of Birth : 24 July 1988

Nationality : Indian

Marital Status : Married

Gender : Female

Present Address : Dr. Radhakrishnan road, valasaravakkam, chennai

Languages Known : Tamil, English, Hindi, & Marathi.

Declaration

I hereby declare that all the details given above are true and correct to the best of my knowledge and belief.

Date:
Place: Chennai

Yours Truly,
Sharja Arjun