

# Moogambigai Swamy Karthik

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Address: Jarimari, Mumbai-400072.

## CAREER OBJECTIVE

Desiring to work in a Service Industry where exceptional knowledge and multi-tasking skills will be employed to solve customer related issues, and to provide great customer service with patience as a key skill.

## PROFILE SNAPSHOT

- Believe in own self and efficient in working along with the team.
- Strong communication, collaboration & interpersonal skills with proficiency in grasping and utilizing skilled knowledge in an effective manner.
- Abilities of handling difficulties as challenges and like to upgrade my genuine interest in personal and professional development.
- Willingness to learn and venture into new things.

## EDUCATIONAL DETAILS

| Sr. No. | Class / Degree & Stream | University / Board                    | College                          | Completed Year |
|---------|-------------------------|---------------------------------------|----------------------------------|----------------|
| 1       | B.COM                   | University of Mumbai.                 | Mumbai University, Kalina.       | 2016           |
| 2       | HSC                     | Maharashtra State Board of Education. | SRSS College, Andheri.           | 2009           |
| 3       | SSC                     | Maharashtra State Board of Education. | St. Jude's High School, Andheri. | 2007           |

## OTHERS CERTIFIED PROFESSIONAL PROGRAMMES

- Microsoft Office (Word, Excel, PowerPoint), Typing 40 wpm & Tally.

## AREA OF TECHNICAL SKILLS & EXPERTISE

### GENERAL EXPERTISE:

|                      |                             |
|----------------------|-----------------------------|
| Operating systems    | WINDOWS 7, 8 & 10           |
| Desktop Applications | MS Office & Basic Softwares |

## **WORK EXPERIENCE**

### **2022 TO 2023**

**Anabir Design Pvt Ltd – Samitha Complex, Mumbai**

**Designation: Human Recourses and Admin cum Ecommerce Merchandise**

Roles and responsibilities:

#### **Human Recourses and Admin**

- Conducting Initial HR Interview of the Candidates Schedule the fir Candidates for Technical Round with the Manager.
- Releasing offer for the selected candidate and follow up with them for Joining,
- Completing the on boarding formalities for all the new joiner on HUB HR portal.
- Issuing the offer and appointment letter for the new joiner
- Allocating employee code, ID Cards, Visiting card and Laptop.
- Maintain all the data related to the employee, Employee master, Payroll data, KYC, etc.
- Compiling and checking details with the basic data and taking action on deviation if any
- Processing FNF for resigned employees and issue them relieving/experience letter.
- Order Office stationary and supplies.

#### **Ecommerce Merchandise**

- Brand Registry creating profile in ecommerce and social platform.
- Working data analyst content framing keyword research and on page optimization.
- Listing products on e-commerce portals and complete optimization of existing listing
- Updating price and quantity on ecommerce portal daily bases will be available through excels.
- Deals & Promotion to boost manage deals & promotions as an when they are active on marketplaces to boost sales
- Proactive on Communication dealing with customer support queries within 24 hrs. as per portal's policy

### **2020 TO 2022**

**Manan Apparels Pvt Ltd –Saki naka, Mumbai**

**Designation: Admin Executive cum Human Recourses**

Roles and responsibilities:

- Coordinate office activities and operations to secure efficiency and compliance to company policies Building a relationship of trust and respect with clients.
- Support budgeting and bookkeeping procedures.
- Answering incoming calls taking messages and re-directing calls as required.
- Order Office stationary and supplies.
- Keep employee records attendance KYC. (Physical and digital) prepare regular reports and presentation.
- Arranging appointments, booking meeting and conference facilities
- Handle queries from manager and employees

- Uploading Salary, payment of party transaction and handling Petty Cash.
- Following up of payment & Reminders.
- Maintaining PDC cheque details updating to Manager weekly base.
- Basics in Vishal Gems Bill payment, receipt and adjustment.

## **2012 TO 2016**

**Tricom India Ltd -Sakinaka, Mumbai**

**Designation: DP Level 4 Executive**

### **Roles and responsibilities:**

- Insert customer and account data by inputting text based and numerical information from source documents within time limits
- Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry
- Review data for deficiencies or errors, correct any incompatibilities if possible and check output
- Research and obtain further information for incomplete documents
- Apply data program techniques and procedures
- Generate reports, store completed work in designated locations and perform backup operations, scan documents, print files when needed
- Respond to queries for information and access relevant files
- Comply with data integrity and security policies, ensure proper use of office equipment and address any malfunctions

## **2010 TO 2011 (6 Months Short Term Process)**

**Kankei BPO Services -Andheri, Mumbai.**

**Designation: Customer Care Representative.**

### **Roles and responsibilities:**

- Develop strong customer relationships and will be responsible to resolve queries of the customers through e-mail, call and chat within the assigned TAT
- Maintain up to date knowledge and assimilates quickly to new promotional offers and programs
- Inform member of current promotions and new or updated products

## **2009 TO 2010 (6 Months)**

**Global Enterprise InfoTech –J. B Nagar, Mumbai. Designation:  
Counsellor.**

Roles and responsibilities:

- Providing counseling face to face, over the telephone, or online.
- Building a relationship of trust and respect with clients
- Meeting the targets
- Promoting technical courses to the clients.

**PERSONAL DETAILS**

Date of Birth : 30<sup>th</sup> November, 1989.  
Marital Status : Married  
Languages Known : English, Hindi, Tamil and Marathi.  
Hobbies : Listening to Music, Teaching, Cooking and Reading Books.

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

Place: Mumbai.  
Date: 01/07/2023

**(Moogambigai Swamy Karthik)**