

DURGA DEVI



Contact

Chennai, 600037

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Education

D.G.Vaishnav College

Arumbakkam, Chennai

Bachelor of Science:

Computer Science

2012

GPA: 87

- Department 4th rank holder

Alagappa matriculation
school

Chennai

2009

GPA: 85

Skills

- Motivated and disciplined individual
- Time Management
- Leadership & decision making
- Verbal & written communication
- Quicklearner

Professional Summary

Seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge, leverage my learnings and contribute to the organization's growth.

Experience

SENIOR EXECUTIVE - SALES

- ONE OF A KIND PHOTOGRAPHY | Jul 2023 - Current

- Contacting lead received through various marketing campaign sources
- Creating good rapport with the client, gather requirements, event details and convincing client to book services
- Updated client data and daily follow-ups into CRM

LEAD SPECIALIST - OPERATIONS

- CAMS (Client - NSE) | Nov 2022 - May 2023

- Quality checked e-mails and calls of customer service using a check-list. Ensured that customer service agents properly assisted customers and resolved queries
- Documented process reference materials and also provided training and educated employees for NISM II-B exam certification
- Cleared and secured 82.5% in NISM II-B exam in first attempt.

QUALITY ASSURANCE - WEB TESTER

- COGNIZANT | Jul 2012 - May 2014

- Wrote and optimized test cases to maximize success of manual software testing with consistent, thorough approaches
- Carried out tests to identify, report and repair issues such as bugs and glitches
- End to end web testing of client's website and to evaluate the performance of a site on the internet

Languages

English, Hindi, Tamil