**SANGEETHA. P**

**Mobile:** +91 9688968082

**Email:** sangi.0401@gmail.com

Leveraging acquired skills across Quality analyst and Customer Service Management assignments with reputed organization and delivering outstanding results. Presently seeking a challenging & responsible position that stimulates professional and personal growth.

**Work Experience**

**Reviewer, Fourshore BPO Private Limited Jan 2019 – Dec 2020**

**(**Working with client Metroll, Australia**)**

**Major Deliverables:**

* To Improve service quality and to increase sales by developing a strong knowledge of company's products and services
* Processing new client accounts, maintain customer accounts, implementing changes to existing accounts, and filling documents and other paperwork
* Managing, manipulating and inputting data to spread sheets
* To ability to prioritize and control workload of a team
* To monitor all key worker records & support individual key workers to develop positive working relationships with clients
* To Prepare & send reports to senior management on the team performance on a periodic basis
* To Address negative customer feedback immediately
* Effectively communicated with team members to maintain clearly defined expectations
* Collected, monitored and evaluated customer requirements to achieve desired delivery time and order fill rates

**Module Lead, Foundation Outsourcing India Private Limited Mar 2014 – Jan 2019**

**(**Working with client Metroll, Australia**)**

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**Educational Credentials**

* **MCA**, Sri Sairam Engineering College, Chennai

Anna University (2010-2013) 8.0 CGPA

* **BSC(Computer Science),** Shrimati Indira Gandhi Arts & Science College, Trichy

Bharathidasan University (2007-2010) 82.00%

* **HSC**, St.Johns Higher Secondary School, Irungalur

State Board 2007, 58.00 %

* **SSLC**, Sri Mariyamman Higher Secondary School, Samayapuram

State Board 2005, 72.00 %

**Key Skills :**

* Operating Systems : Windows XP, Windows 10
* MS Office : MS Word, Excel, PowerPoint, Access
* Software : Python, SQL

**Personal Skills :**

* Analytical Thinking
* Reporting Activities
* Documentation
* Team Management

**Personal Details**

* Date of Birth : 04th January 1990
* Gender : Female
* Nationality : Indian
* Languages known : English and Tamil

**Declaration:**

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

Place: Chennai Yours faithfully,

Date: (Sangeetha.P)