

Femees Muthuvassery Kunjumoideen

1 Bainhart Crescent, Scarborough, ON M1H2R1

Phone: (416) 409-1760 Email: femeesmkcek@gmail.com

Summary of Qualifications:

- Over seven years of experience in Customer Service
 - Bachelor Degree in Electronics & Telecommunication
 - Strong background in diagnosing and resolving difficulties experienced by users in their online platform
 - Proven skills in ability to interact and get associated with people and professionals at all levels
 - Excellent communication, analytical, organizational skills
 - Able to meet deadlines and excel in multiple assignments
 - Proficiency in: Microsoft Excel, Microsoft Word, Microsoft PowerPoint, C, Embedded C, Salesforce, CRM
- Operating systems : Windows & Linux

Professional Experience:

Customer Support Agent

January 2019 – Present

Intuit TurboTax, Canada

- Identified technical issues faced by the customers
- Resolved customer related issues using Salesforce and CRM
- Documented customer details using Microsoft Office tools

Senior Relationship Officer

September 2015 – October 2018

Right Click Systems, Cochin, Kerala, India

- Diagnosed and resolved technical problems encountered by users
- Building rapport with customers electronically and in person
- Documenting problems and difficulties experienced by the computer users
- Provided business systems and network support to users in response to identified difficulties
- Participated in the brand promotional activities of the company in various locations
- Worked with the technical team to endure the knowledge of new products

Relationship officer

February 2011 – August 2015

Ventura Securities Ltd, Cochin, Kerala, India

- Support customers on their online database
- Solved the problems of the customer through the delicate online database
- Educated customers regarding the software channel
- Participated in activities to improve the branding of company
- Promoted the cross selling products of the company
- Participated in technical seminars as a company representative

Training and Education:

Customer Service Training

Youth Opportunities Program, Ontario

Bachelor of Technology in Electronics and Communication Engineering (June 2006-May 2010)

Cochin University for Science And Technology, Kerala, India

References are available upon request