Treasa Geethu PJ

Pulickal House Kannamaly Po, Kochi, Ernakulam Pincode:682008
Currently Located in Dubai.
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Objective

Dedicated and optimistic customer service representative with 2 years of experience in resolving complex customer issues. Eager to leverage my skills and knowledge in the IT industry to contribute to organizational growth while nurturing a long-term career. Committed to providing exceptional support and driving customer satisfaction in the dynamic field of IT.

Experience

- **Square Soft Technology EST, Dubai**   06/ 2022 - Present
  Product Executive
  - Respond to customer inquiries and issues through chat, phone calls, and email, ensuring consistent, top-quality support across all communication channels.
  - Diagnose and resolve technical problems efficiently, ensuring customer satisfaction.
  - Maintain comprehensive knowledge of our products and services to provide thorough support.
  - Deliver top-tier customer support, ensuring a positive and memorable customer experience.
  - Stay updated on product updates and industry trends to provide well-informed support.

- **Sutherland Global Services Pvt, Ernakulam**   11/2021 - 04/2022
  Amazon CS Associate

  - Respond to incoming chat inquiries from Amazon customers promptly and professionally.
  - Resolve customer complaints, issues, and concerns in a courteous and efficient manner.
  - Address customer inquiries about orders, products, services, and account-related issues.
  - Meet or exceed performance metrics such as response times and customer satisfaction scores.
  - Collaborate with other Amazon teams to escalate and resolve complex customer problems.
  - Maintain knowledge of Amazon's product catalog and stay up-to-date on changes and promotions.

Education

- **Chinmaya college of arts commerce and science,Thripunithura**   2021
  Bachelor of computer application
  74.5%

- **CAPt Kerala State Centre For Advanced Printing And Training**   2018
  DCA
  77.8%

- **St Augustine's hss Aroor, Kerala**   2018
  Higher Secondary
  62%

- **St Mary's high school,Kannamaly**   2016
  SSLC
  80%

Skills

- Programming Skills • C,C++ • PHP • Python • Java
- Web Development • HTML • CSS • Javascript
- Front-End & Back- End Frameworks • React • Angular • Django • Node.js
- Database Management • SQL (MySQL, PostgreSQL) • DBMS Data Analysis • Python libraries Mobile App Development • Android (Java, Kotlin) • iOS (Swift) Cloud Computing • AWS, Azure
- Proficient in creating and formatting documents and creating spreadsheets,Experienced in designing and delivering visually engaging presentations, Competent in managing emails, calendars, and scheduling.(Word, Excel, PowerPoint, Outlook)
- Utilized critical thinking skills to analyze complex data and propose innovative solutions.

- Identified and resolved technical issues, improving system reliability.
- Flexibility in handling diverse responsibilities.
- Maintained a positive attitude in the face of challenges and quickly adjusted to new situations.
- Flexibility and Teamwork

Projects

- **OBCS - Online Birth Certificate System**
  Developed a web application using PHP and HTML to automate and simplify the process of generating birth certificates.
    - Designed the user interface for the application, ensuring a user-friendly experience.
    - Implemented a backend system in PHP to process user data and generate birth certificates.
    - Integrated user authentication and authorization features for data security.
    - Created a database to store and manage birth certificate records.
    - Successfully launched the application, reducing the time and effort required to obtain birth certificates for users.

- **HOPO - Online Bike and Bike Spare Parts Store**
  Developed a web application using Python and the Django framework for an online bike and bike spare parts store. The application includes the following features:
    - Displaying various bike models with detailed features and specifications.
    - Allowing users to register for bike servicing.
    - Enabling users to organize bike rallies and create communities.
    - Allowing users to purchase bikes, bike parts, and other related products online.
    - Enabling users to select and add products to their shopping cart.
    - Requiring visitors to register with personal details to access the system.

Achievements & Awards

- Successful Completed Workshop On Python
- Participate in National Level Online NSS Quiz (2020)
- Successful Completed Introduction to user experience design by Coursera Georgia institute of technology

Languages

- English
- Malayalam
- Tamil

Reference

- **Dhibu - Square Soft Technology Est, Dubai**
  Manager
  dhiburealitytech@gmail.com
  +918073242599

- **Jithin Kishore - Sutherland Global Services Pvt**
  Manager
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