

# JANAKIRAM A

## PROCESS EXECUTIVE

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### OBJECTIVE

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.

### EDUCATION

#### ► Under Graduate 2012 - 2016

B.E Mechanical Engineering  
Coimbatore Institute of Engineering and  
Technology Coimbatore- 641 109.  
CGPA Secured:6.4

#### ► Higher Secondary 2010 - 2012

Computer Science  
West Tirunelveli Higher Secondary School.  
Nallur, Tirunelveli - 627 851.  
Percentage Secured:83.6%

### LANGUAGE



TAMIL



ENGLISH

### SKILLS



PHOTOSHOP



ILLUSTRATOR



MS OFFICE



HTML



CSS



JAVA SCRIPT

### WORK EXPERIENCE

#### ► PROCESS EXECUTIVE (2019 - TILL NOW)

##### Amazon Development Centre India, Coimbatore

Energetic Customer Service Representative with 2+ years of experience resolving complex customer inquiries. Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the management for improvements and achieving higher customer satisfaction metrics.

#### ► MAINTENANCE ENGINEER (2017 - 2019)

##### Indian Products Pvt. Ltd., Coimbatore

Experienced and proficient in supervising and maintaining a variety of production systems. Solution-oriented and reduce error rates by improving operational effectiveness of packaging machines. Create protocols for regular maintenance, inspection, and service to optimize machinery function and to avoid breakdowns.

#### ► QUALITY ENGINEER - TRAINEE

##### Gestamp Automotive Private Limited, Chennai.

Monitoring all inspection and testing equipment to ensure current and valid calibration. Carrying out final inspections and identifying unsafe working practices. Maintain documents such as history card, work report, breakdown report. Monitoring and examining each stage of production.

### INTEREST



DESIGNING



CODING



TRAVELING



PUZZLE