

DEVA KIRUBHA J

No.35, Kattabomman Street,

Moongileari, Pammal,

Chennai 600075

Email: kirubha.j.317@gmail.com

Phone: 9884537420

CAREER SUMMARY:

- An innovative thinker and tech savvy with good customer service skills possesses 3 years of experience as Technical Support Executive.
- Accomplished communicator who understands the value of listening, thoughtful responses and objectivity.
- Ability to multitask to ensure deadlines met and customers are treated in line with the required policies and procedures.

EMPLOYMENT HISTORY:

- ❖ Worked as Technical Support Engineer in **CSS Corp Private Limited** from February 2016 till December 2018.

PROJECTS: Seagate, Parallels

ROLES AND RESPONSIBILITIES:

- Provided functional and technical support to end users through calls, email and chat in a professional manner.
- Diagnose and troubleshoot issues in hardware units like internal hard disk, external hard disk and consumer NAS devices.
- Resolved issues in Desktop Virtualization software (Parallels) that runs on the Mac platform.
- Installed Windows Operating System in a virtual environment.
- Resolved complex issues including system crashes, network slowdowns, connectivity problems, security breaches, virus infections and more.
- Assisted end users remotely using LogmeIn to resolve software issues.
- Supported customers with software licensing queries, online billing and account issues.
- Referred unresolved issues to next level of support while maintaining positive rapport with customers.
- Maintained customer satisfaction rate at 90% and also achieved target on other metrics like productivity, call duration, Quality, Attendance.

- ❖ Worked as Consultant in **Sutherland Global Services** from May 2015 till January 2016.

PROJECT: Amazon UK retail chat.

ROLES AND RESPONSIBILITIES:

- Attracted potential customers by answering product and service questions; suggested information about other products, lightning deal, promotional offers.
- Tracked shipment status and report on movement.
- Created RMA for defective products and processed refund for lost goods.
- Suggested new tactics to persuade cancelling customers to stay with the company.
- Updated customer information in the customer service database during and after each chat conversation.

SOFTWARE PROFICIENCY:

TICKETING TOOLS: Salesforce, Request Tracker, CRM, Sightmax Operator.

REMOTE ASSISTANT: LogmeIn

OTHER TOOLS: Commerce Assistant, X-lite, MS Office Suite.

AREA OF EXPERTISE:

Hardware and Networking:

- Installation of Windows 7, Windows 8 and Windows 10 Operating System in virtual environment and troubleshooting issues related to it.
- Configuration of Printer and router.
- Knowledge on Switches, Routers and servers.
- Knowledge on IP addresses and subnetting concept.
- Good knowledge about Active directory, DNS and DHCP.

EDUCATIONAL QUALIFICATION:

Bachelor's degree in Engineering (Electronics and Communication). CGPA: 8.44

Graduated in the year, 2015.

INSTITUTION: Loyola Institute of Technology (Affiliated to Anna University).

ACHIEVEMENTS:

- Resolved complicated issues by referring various forums, articles on the internet and received client appreciation twice.

- Served customers in a positive way and received two customer service award.
- Retained frustrated customers by providing excellent customer service.

INTERNSHIP PROGRAMS:

- Four months of Hardware and networking Internship program in Daphne Infotech, Aalandur, Chennai.
- Three months of Content Writing, SEO Analysis Internship in Krapes Solutions, Chennai.

PROFESSIONAL SKILLS:

- Flexible and willingness to adapt with business requirements.
- Good communication skills (Written and verbal) and interpersonal skills with excellent time management.
- Multitasking skill and ability to work under pressure.
- Logical thinking and root cause analysis.

PERSONAL PROFILE:

Date of Birth: 31.07.1993

Gender: Female

Father's name: Jeganathan.S

Marital status: Single

Languages Known: Tamil, English

DECLARATION:

I hereby declare that all the information mentioned above is true to the best of my knowledge. I will make it my earnest endeavor to discharge competently and carefully the duties you may be pleased to entrust with me.

DATE:

PLACE: Chennai

(Deva Kirubha J)