



SENTHILMURUGAN M

CONTACT

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Thoothukudi - 628002
Tamilnadu , India

SKILLS

- Effective Communication (English & Tamil)
- Customer Query Handling & Support
- MS Office (Word, Excel, PowerPoint)
- Data Entry & Documentation
- Time Management & Multitasking
- Problem Solving & Service Handling
- Team Collaboration
- Tally ERP9 with GST (Basic Knowledge)

LANGUAGES

- Tamil (Fluent)
- English (Fluent)

CERTIFICATION

Diploma in Office Automation
(RJ Computer, Thoothukudi)
(MS Office, MS Excel, Tally ERP9
with GST)



PROFILE

Motivated and adaptable graduate with strong communication skills in English and Tamil, eager to build a career in BPO, customer service, and back-office operations. Skilled in handling queries, documentation, and data management with proficiency in MS Office and basic financial tools like Tally ERP9. Experienced in service-oriented roles that required problem-solving, customer interaction, and clear solution delivery. Recognized for professionalism, patience, and teamwork while managing multiple tasks in fast-paced environments. Quick to adapt to new processes and technologies, with a focus on accuracy, efficiency, and customer satisfaction. Dedicated to contributing positively to team performance and organizational growth.



WORK EXPERIENCE-(PART TIME)

ULTIMATE COMPUTER CARE
Freelance Service Associate

JAN 2025 - MAY 2025

- Assisted customers in resolving queries and provided support for service-related issues.
- Handled troubleshooting requests and explained solutions clearly to clients.
- Developed strong communication and service-handling skills while interacting with diverse customers.
- Managed multiple service requests in a fast-paced environment, improving efficiency and time management.



EDUCATION

Bachelor of Computer Science

2022 - 2025

Kamaraj College | Manonmaniyam Sundaranar University

CGPA : 8.15 / 10

SSLC

2019- 2020

Percent : 86.8 / 100

HSC

2021- 2022

Percent : 78.83 / 100

St. Francis Xavier's Higher Secondary School