



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 JAN 2025 - MAY 2025
Freelance Service Associate
- 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 | Manonmaniyan 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