

Ruvinesh Sanan

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Objective

-Never Restrain Yourself-

A dynamic and adaptable professional with a background in Business Administration and a strong passion for technology, customer service, and business management. Experienced in software support, customer relations, and marketing with a proven ability to troubleshoot technical issues, manage high-value clients, and enhance business processes. Highly motivated, detail-oriented, and a quick learner who thrives in fast-paced environments.

Education

Bachelor of Arts (Hons) in Business Administration

Open University Malaysia | 2020 - Present | Majoring in International Business

Diploma in Management

Multimedia College | 2012 - 2014

Work Experience

Software Support Specialist

INFO-TECH SYSTEMS INTEGRATORS (M) SDN BHD | July 2023 - Present

Responsibilities:

- Provide first-line technical support for software products via email, phone, and chat.
- Troubleshoot software issues, escalate complex problems, and document solutions.
- Conduct training for end-users and assist in software installations and configurations.
- Collaborate with developers to improve software functionality based on user feedback.

- Assist in creating and updating user manuals, knowledge base articles, and FAQ sections to empower customers to resolve common issues independently.
- Conduct software testing to reproduce and resolve reported bugs.
- Ensure all support tickets are logged, tracked, and followed through to resolution in line with established service-level agreements (SLAs).
- Participate in ongoing professional development and product training to stay up to date with new software features and technologies.

Senior Software Support Specialist

- Performed implementation for clients.
- Conduct quality analysis (QA) for agents.
- Assisted manager callbacks.
- Conducted and managed a project by creating “Chat Bot” software to implement into the system.

Live Chat Advisor

CONCENTRIX CVG MALAYSIA SDN BHD | Aug 2021 - July 2023

Facebook Live Chat Advisor I

Responsibilities:

- **Provide Real-Time Customer Support:** Respond promptly and professionally to customer inquiries and issues via Facebook Live Chat, ensuring high levels of customer satisfaction.
- **Troubleshoot and Resolve Issues:** Assist customers with technical issues related to products, services, and account inquiries by diagnosing and providing effective solutions during live chat interactions.
- **Ensure Effective Communication:** Maintaining clear, concise, and empathetic communication with customers, addressing their concerns while providing accurate information in real time.
- **Escalate Complex Issues:** Identify and escalate complex issues or unresolved queries to the appropriate internal teams or higher-level support to ensure swift resolution.
- **Monitor Chat Performance:** Maintain a consistent response time and meet service level agreements (SLAs) for Facebook Live Chat, Calls, Email, ensuring efficiency and quality support.
- **Provide Product and Service Information:** Educate customers about product features, updates, and troubleshooting tips to enhance their experience. (Ads creation /Meta System)
- **Follow Up on Pending Cases:** Proactively follow up with customers regarding previously raised concerns or unresolved issues to ensure complete satisfaction.
- **Document and Track Interactions:** Log customer interactions accurately in the internal support system, ensuring proper documentation of issues, solutions, and customer feedback.

- **Contribute to Knowledge Base:** Collaborate with the team to update the internal knowledge base, creating helpful resources for future reference and training purposes.

Upskill to Global Business Group as Advisor 2

Responsibilities:

- Handled VIP clients spending millions annually / client who has Agencies and Account manager working for them, ensuring premium customer support.
- Prioritize customer escalations and ensure that these are answered, tracked, and escalated as required.

Customer Service Executive

WEBHELP (Shopee Malaysia) | Aug 2020 - Aug 2021

Responsibilities:

- Provided chat, email, and call support for Shopee customers, handling escalations and payment issues.
- Ensured customer satisfaction by meeting response rate and resolution KPIs.
- Manager call-backs and service recovery cases via emails, calls.
- Managing escalation queues.
- Assisted team leader to monitor real time performance and initiate appropriate actions.
- Take on ad-hoc projects/campaigns (Shopee 8.8, 9.9, 10.10, 11.11, 12.12 Sales).

Junior Agent Negotiator

CENTRICITY REALTY | July 2018 - March 2020

Responsibilities:

- Marketed and negotiated property deals in the Cheras area. (EkoCheras, You City Residence, You City Vista etc.)
- Assisted buyers and sellers with property transactions, ensuring favorable terms.
- Conducted market analysis and maintained an updated property listings database.
- Provide guidance and assist sellers and buyers in marketing and purchasing property for the right price under the best terms.
- Marketing and advertisement.
- Determine clients' needs and financial abilities to propose solutions that suit them.
- Perform comparative market analysis to estimate properties' value.

Lead Event Crew

NINE YARDS MARKETING | Jan 2019 - Aug 2019

Responsibilities:

- Managed event operations for Toyota Gazoo Racing, Malaysia Auto Show, Car List Auto Show, Volkswagen Festival and etc.
- Supervised event teams and crews, assisted attendees, and ensured smooth event execution.

WOMBAT MARKETING INTERNATIONAL SDN.BHD | Jan 2017 – Nov 2018

Notable Events:

- **Toyota Gazoo Racing**
- **Malaysia Auto Show**
- **Volkswagen Festival**
- **Lexus Event**
- **Bingsu (Entertainment Platform)**

Responsibilities:

- Provided on-site event coordination and guest assistance, ensuring a seamless experience for attendees.
- Assisted in event setup, execution, and teardown, ensuring all elements met client and organizational expectations.
- Worked closely with event promoters, vendors, and management teams to coordinate schedules, logistics, and on-the-ground operations.
- Supervised a team of 30+ crew members, overseeing task delegation, time management, and workflow efficiency.
- Maintained event crowd control and safety measures, ensuring smooth operations and a positive attendee experience.
- Acted as a key point of contact for event inquiries, troubleshooting issues, and ensuring all aspects of the event ran according to plan.

Telemarketing

LUNCH ACTUALLY | Sept 2017 - Dec 2018

Responsibilities:

- Managed outbound and inbound calls to generate leads and secure appointments.
- Maintained high call conversion rates and client satisfaction levels.
- Achieving daily target.
- Liaise with and customers and create leads and sales conversion

Marketing

AASHRUKA SDN. BHD. | April 2016 – December 2019

Responsibilities:

- Spearheaded **merchandise marketing** across major martial arts championships in Malaysia, including **SUKMA, MAKAF (Junior & Senior), Sukipt, Karate Championship, Milo International Karate and etc.**
- Led merchandise sales and branding at Taekwondo Open Championships 2019 & 2020, maximizing brand visibility and revenue.
- Designed and produced customized merchandise (T-shirts, caps, hoodies), overseeing the entire process from concept to production.
- Built strong relationships with event organizers to secure prime marketing opportunities and ensure seamless event execution.
- Managed the company's social media presence, contributing to branding and sales through **Facebook (Ridiba by Aashruka) and Instagram (Aashruka Ridiba HQ Official)**.

Internship

Telekom Malaysia | June 2014 – August 2014

Responsibilities:

- Assisted managers in day-to-day sales and operational tasks, gaining hands-on experience in business processes.
- Supported contact center management and operations teams in resolving customer complaints and improving service efficiency.
- Worked with business development teams to analyze market trends and formulate strategic marketing plans.
- Planned and executed business strategies for assigned customers on a weekly and quarterly basis.
- Strengthened client relationships by enhancing existing accounts and identifying new business opportunities.

- Managed receivables, proposal quality, and sales solutions, ensuring accuracy and profitability.
- Handled customer accounts and data across nine states, maintaining organized records and client details.
- Coordinated and arranged corporate events across nine states, ensuring smooth execution and attendee engagement.
- Operated business systems such as C.A.M.S, MCMB, and CPC 2.0, acquiring technical proficiency in sales management tools.
- Gained insight into Small and Medium Enterprise (SME) products, contributing to sales strategy development.

Core Skills & Competencies

- **Strong Interpersonal Skills** – Ability to build and maintain relationships across all levels of an organization.
- **Resilient Under Pressure** – Thrive in fast-paced environments, meeting tight deadlines while maintaining quality and efficiency.
- **Effective Task Management** – Skilled in prioritizing and managing multiple assignments with a keen focus on **time management** and **attention to detail**.
- **Team Collaboration & Leadership** – Adaptable team player who also excels in **independent roles**, ensuring smooth teamwork and project execution.
- **Excellent Communication** – Strong verbal and written communication skills, facilitating clear interactions with team members, clients, and stakeholders.
- **Digital & social media Savvy** – Proficient in leveraging social networking platforms for engagement, branding, and marketing initiatives.

Achievements & Certifications

Sports & Extracurricular

Karate Achievements:

- **SUKMA** (2014) - Bronze Medalist
- **SUKIPT** (2012) - Bronze | (2014) – Silver | (2016) - Gold | (2018) - Bronze
- **Open University Championships** - (2014, 2016) - Gold | (2018) - Silver
- **Junior Makaf** - (2007 - 2011)
- **Senior Makaf** - (2011-2015)
- **Open Championship**
- **International Championship**

Football:

- **MSSKL Zon Pudu Soccer League (2008-2011)**
- **District League Participant (x2 Champions)**

Computer Skills

	Competency Level
Microsoft Word	Advanced
Microsoft PowerPoint	Advanced
Microsoft Excel	Advanced

Language Skills

Language / Proficiency	Reading	Writing	Speaking
English	10	10	10
Bahasa Malaysia	10	10	10

References

Guna

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Reane

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