

## **CURRICULUM VITAE**



**Name: Chaitra Sudha K**

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### **Profile**

Detail-oriented offering strong organizational skills and a proactive approach to various tasks. Empathetic with exceptional communication skills and a passion for delivering outstanding customer support. Able to maintain composure in high-pressure situations and consistently exceed performance targets. Always prioritizing tasks efficiently and contributing to streamlined office operations.

### **Work Experience**

#### **Delivery Executive Manager - Adimaginz Pvt Ltd**

April 2021 – March 2023

Two years of work experience as Delivery Executive Manager in Email Marketing, working remotely at Adimaginz Pvt Ltd which is located in Bangalore.

Job responsibility: Write and edit contents of subject lines, supervise content of templates for email marketing campaigns, delivering regular reports of campaign results.

Supervise the execution, monitoring and measurement of email marketing campaigns.

Improve campaigns productivity using relevant data and provide feedback.

#### **Transcriber - BLH Hitech Pvt. Ltd.**

November 2019 – February 2021

One year of work experience as Transcriber in BLH Hitech Pvt. Ltd., Hubli.

Job responsibility: Listening audio along with watching video, and typing on an application to provide subtitles to the video.

#### **Technical Support Engineer – MPHASIS**

March 2016 - April 2018

Two years of work experience as Technical Support Engineer in MPHASIS an HP Company, Mangalore from the year 2016 to 2018.

Job responsibility: Responding to customer queries via inbound calls, emails, web tickets within defined SLAs.

Logging incidents and service requests, categorizing and prioritizing them, and managing their life cycle as per guidelines,

Update users about request status and close request when users are satisfied with solutions.

Escalate complex incident/request to higher level technical team, to resolve the issues faced by users.

## Personal Skills

- Very good communicator.
- Quick learner.
- Problem solving and leadership qualities.
- Can take responsibility in achieving goal.
- Result oriented and interested in learning new things whether work related or not.
- Ability to work under pressure as well as lead a team.
- Ability to multitask and have decision making skills.
- Ability to lead and work with people from different professional and cultural backgrounds.

## Education Details

	Aggregate/ percentage	School/College	Year of passing	Class
Graduation (B.E in E&C)	58%	Shree Devi Institute of Technology, Mangalore	2015	Second class
PUC/12 <sup>th</sup>	59.8%	Kendriya Vidyalaya No.1, Mangalore	2011	Second class
SSLC/10 <sup>th</sup>	61.2%	Kendriya Vidyalaya No.1, Mangalore	2009	First class

## Personal Memorandum

- **Date of Birth:** 1<sup>st</sup> December 1993
- **Place of Birth:** Mangalore, Karnataka, India.
- **Languages known:** English, Kannada, and Hindi.
- **Gender:** Female.
- **Marital Status:** Married.
- **Nationality:** Indian.
- **Present address:** #293 Near Vivekanand School, Arvind Nagar, Hubli, Karnataka.

**I declare that the information given above is true to the best of my knowledge.**

Yours faithfully  
Chaitra Sudha K