



SMIJA M.B.

Lo

Contact

Phone

82813 89975

Email

rukkubala2004@gmail.com

Date of Birth

10/10/83

Education

2004

DIPLOMA IN COMPUTER
ENGINEERING, GPTC, CHELAD
DOTE, KERALA

2001

HIGH SCHOOL, SNV SKT HSS
NANTHIATTUKUNNAM

Expertise

- Customer Support
- Inbound and Outbound Calling
- MS Office Proficiency
- Responding to Difficult Customers
- Verbal and Written Communication
- Courteous with Strong Service Mindset
- Issue and Complaint Resolution
- Transaction Processing
- Understanding Customer Needs
- Multitasking and Prioritization
- Upbeat and Positive Personality
- Data Entry

Experience

Remote Service Engineer

June 2023 to till

Lynk sys technologies, N PARAVUR, ERNAKULAM, KERALA

- Provided customers with regular feedback on service requests and performed off-site corrective and preventive maintenance.
- Maintained, managed and updated databases frequently.
- Resolved customer service requests within the given time frame.
- Provided technical support for customers on site or remotely via phone or email.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Addressed inquiries, resolved customer issues and managed customer relations.
- Followed policies and procedures to meet or exceed established performance requirements.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Consulted with customers regarding needs and addressed concerns.

Digital Marketing Intern

Apr 2023 to Aug 2023

Prayaanajobs, N PARAVUR, ERNAKULAM, KERALA

- Monitored social media for trending news, ideas and feedback.
- Researched latest trends and conducted market analysis.
- Researched and evaluated competitor marketing and digital content.
- Monitored and evaluated web analytics to recommend proactive adjustments to strategies.
- Assembled multimedia presentations for use in meetings with key stakeholders and senior management.
- Performed administrative support function for senior staff by creating proposals and organizing documentation.
- Developed social media content and campaigns and analyzed metrics to capture trends and opportunities.
- Conducted research on competitor marketing and digital content.
- Assisted personnel with day-to-day marketing tasks and coordinating activities.
- Executed marketing communications to increase brand awareness and visibility and influence customer buying decisions.

- Call Documentation
- Data Entry and Maintenance
- Customer Data Confidentiality
- Customer Service
- English Hindi and Malayalam Fluency
- Calm and Professional Under Pressure
- Customer Account Management
- Creative Problem Solving
- Software Troubleshooting
- Project Management
- Problem Resolution
- Employee Management
- Bilingual Hindi and English
- Verbal Communication
- Promoting Brand and Company Identity
- LiveChat Messaging
- Strong Analytical and Problem Solving Skills
- Microsoft Office Suite
- Multi-Line Phone Systems
- Billing Adjustments and Refunds
- Excellent Attention to Detail
- Proactive Self-Starter
- Invoice Preparation and Processing
- Work Prioritization
- Patient and Empathetic
- Database Management
- Establishing and Maintaining Customer Relationships
- First-Tier Technical Support
- Document and Records Management
- Cultural Awareness and Sensitivity

Language

- English
- Malayalam
- Hindi

- Monitored web traffic to analyze website performance.
- Attended meetings and worked collaboratively with cross-functional teams to brainstorm new ideas.
- Partnered with marketing team to understand and execute growth opportunities for paid search and search engine optimization.
- Identified areas or opportunities for growth through business analytics.
- Collaborated with cross-functional teams to achieve project objectives.

Workshop Instructor

Jul 2005 to May 2023

SNMIMT, MAIANKARA, ERANAKULAM, KERALA

- Monitored, evaluated and recorded training activities or program effectiveness.
- Evaluated training materials prepared by instructors and offered actionable suggestions for improvement.
- Remained up-to-date with developments in area of expertise by reading current journals, books or internet.
- Evaluated outlines, texts and handouts prepared by other instructors.
- Explained goals and expectations required of trainees.
- Participated and attended meetings or seminars to obtain information for use in training programs or to inform management of training program status.
- Created visual aids such as charts, graphs, diagrams, audio and visual presentations, and slideshows to support learning activities.
- Provided individualized guidance and feedback to help participants improve their skills.
- Assisted in developing test materials for evaluating student performance at the end of the workshop.
- Maintained up-to-date records of all workshop participants' attendance and grades.
- Encouraged learners to ask questions throughout the session in order to gain deeper understanding of topics being discussed.
- Adapted teaching style according to individual student needs in order to maximize learning potential.
- Incorporated real life examples into lessons in order to make abstract concepts more understandable.
- Answered students' queries regarding class material outside regular classroom hours via email or phone calls.
- Selected appropriate reading materials based on learner's age group and skill level.
- Organized field trips related to course material in order to further enhance understanding of subject matter.
- Coordinated recruitment and placement of training program participants.

Reference

Dr. Vince Paul

Proff in CSE Dept, Christ Engineering college, Irinjalakkuda, Former HOD in SNMIMT

Phone 9446143299

Email : vinceakkara@gmail.com

Vipin KA

CEO, Linksys technologies

Shami's arcade, N paravur Ernakulam

Phone +91 99954 35570

Email : linksystechnologies@gmail.com