

EDUCATION

Bachelor of Technology (B.Tech), Naval Architecture And Offshore Engineering

Annamalai University Study Centre

2017 - 2021

CGPA: 8.95/10

Senior Secondary (XII), Science

Crea Children's Academy

(TAMILNADU STATE BOARD board)

Year of completion: 2017

Percentage: 75.00%

Secondary (X)

Crea Children's Academy

(TAMILNADU STATE BOARD board)

Year of completion: 2015

Percentage: 85.00%

WORK EXPERIENCE

Team Lead

FreeUp Technologies Pvt Limited, Virtual

Job • Apr 2022 - Present (2 years 3 months)

Handling Complaints and Payments team with a total of 9 agents working under me across both the departments. Handling urgent escalations of Consumer court, queries related to return, refund. Doing quality checks for the cases handled by team agents.

Customer Support Executive

Testbook Edu. Solutions Pvt Ltd, Virtual

Internship • Sep 2021 - Sep 2022 (1 year)

Handling customer queries over mails, chat and inbound calls. Co-ordinating with internal team and escalate a issue further till resolved.

POSITIONS OF RESPONSIBILITY

Lead a group of around 65 of my classmates in my college for the department cultural and I also have an experience of 1 year working as asst.manager with TONI AND GUYS ESSENSUALS and I had 10 employees working under me at that time.

PROJECTS

Parent ship analysis of container vessel

May 2021 - Jun 2021

SKILLS

MS-Excel

Beginner

English Proficiency (Spoken)

Advanced

English Proficiency (Written)

Advanced

Hindi Proficiency (Spoken)

Advanced

Hindi Proficiency (Written)

Advanced

Tamil Proficiency (Spoken)

Advanced

Tamil Proficiency (Written)

Advanced

MS-Word

Intermediate

MS-Office

Intermediate

MS-PowerPoint

Intermediate

CRM

Intermediate

ADDITIONAL DETAILS

Secured 1st among 400 participants from 70 different school in District level interschool english essay writing competition..