

SUBRAMANIAN KRISHNAMURTHY

**Address: D/104, Pavandham Society, Samta Laxmipura Road, Vadodara , Gujarat
-390023**

Date of Birth: 20th June, 1986.

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Languages Proficiency : English, Tamil, Hindi and Gujarati.

OBJECTIVE

- ◆ To achieve stability and valuable experience in an organization and adapt to its culture, which will be instrumental in accomplishment of, strategic objectives entrusted to me.
- ◆ Contribute to long-term growth and progress of the organization by working sincerely towards such path.

EDUCATION

YEAR OF PASSING	Course	INSTITUTION
2008	B.com	MS University, Vadodara
2005	HSC general stream	Baroda High School, Vadodara
2003	SSC	Sabari Vidyalaya, Vadodara

EXPERIENCE

Intelenet Global Services

Designation – Customer Support Associate from August 2012 to February 2015

- ◆ Handling consumer complaints and escalations involving close to 4000 products through 60% chat, 20% email and 20% voice calls.
- ◆ Preparing timely excel sheets and reports.
- ◆ Monitoring complaints and doing follow ups.
- ◆ Email the consumers and clients regularly about complaint progress.
- ◆ Preparing presentations for the clients during their visit.

WNS Global Services

Designation - Operations Associate for British Airways since February 2015 – February 2017

- ◆ Worked for British Airways.
- ◆ Handled all the queries and complaints of customers through 50% email and 50% chat.
- ◆ Ensure follow up of complaints and ensure it is escalated if the gravity is higher.
- ◆ Monitor the booking status and coordinate with pretravel team to ensure prompt resolution of complaints.
- ◆ Liaisoning with refunds team for faster process of refunds.

Runwal group

Designation- Senior Client relationship management executive from March 2017 to April 2020

- Meet the clients and address all after sales queries and issues
- Prepare a comprehensive list of clients and coordinate with other ancillary teams to ensure smooth processing.
- Give presentations to the in house team as well as intermediaries regarding the aftersales work flow structure.

Kanan International Private Limited

Designation- Senior Executive Back-office operations March 2022 till present

- Speak with college representative and 3rd party to get the backlogs of application or any other pending issues resolved.
- Query the case with agents and Relationship managers to understand the exact requirements of student.
- Communication with colleges and universities through emails, webforms, contact forms or portals for offer letters, deferrals, fee extensions, login issues, registration issues, address, name or other data changes
- Work on sheets comprising different colleges.

HOBBIES AND INTERESTS

- ◆ Interested in writing blogs on several topics.
- ◆ Travelling to beaches and hill-stations.
- ◆ Interested in watching good English news channels.
- ◆ Passion for cycling and automobiles.
- ◆ Research on newer technologies in vehicles.
- ◆ Have a natural flair for encyclopedia.

COMPUTER SKILLS

- ◆ Completed a certificate course in Basic, MS-Office and Tally.

- ◆ Considerable proficiency in preparing Power-point presentations and M.S. Word Reports
- ◆ Certificate in GCC typewriting

EXTRA CURRICULAR ACTIVITIES

- ◆ Participated in Elocution Competitions at school.
- ◆ Participated in an Elocution competition at M.S. University and stood second.

OTHER ATTRIBUTES

- ◆ Perseverance.
- ◆ Strong memory power
- ◆ Excellent verbal and written communication skills.
- ◆ Significant cordiality and politeness.
- ◆ Flexibility
- ◆ Good presentation skills.
- ◆ Unique ability to remember on which day a particular date falls.