



## JOSHUA R

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### PROFILE

Enthusiastic learner passionate about positively impacting programs and helping participants by providing expert support. Familiar with onboarding procedures and recruitment strategies and process. Always looking for ways to improve operations with an eagerness to contribute to team success through hard work. Motivated to grow and excel in an organization of high repute.

### CONTACT

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LinkedIn

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Flat # B-3, No 25 Shyams Royal Enclave, Sathya Nagar 2<sup>nd</sup> Street, Mogappair, Chennai

### ACTIVITIES AND INTERESTS

- Singing
  - Dance
  - Drummer
  - Football
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### EDUCATION

- BACHELORS OF SCIENCE IN PSYCHOLOGY  
MADRAS SCHOOL OF SOCIAL WORK, CHENNAI  
APRIL 2015
- MASTERS OF SCIENCE IN HRD PSYCHOLOGY  
UNIVERSITY OF MADRAS, CHENNAI APRIL 2021

### EXPERIENCE

#### MAYAN APP

Counsellor & Business manager

October 2021 – present

Counselling clients online as per scheduled appointments and Establishing contacts for registration, Networking with professionals offering counselling services.

#### AGS HEALTH INSURANCE, CHENNAI

Mar 2020 – August 2020

AR Caller – Trainee

Training on tele-call responses related to field enquiries from clients, vendors and various other callers seeking information (US customers)

#### ALLSEC TECHNOLOGIES

APR 2018 – JUL 2019

Customer Support Officer

- Handled inbound and outbound calls for UK customers
- Handled emails and voicemails regarding customer queries
- Awarded Rep of the year 2018 across various processes

#### WABCO MANUFACTURING LTD (SUNDARAM CLAYTON)

JAN 2017 – APR 2017

Intern – HR

- Organized new employee orientation schedules for new hires
- Assisted with the onboarding process batchwise
- Delivered friendly assistance with new hires throughout interviewing and hiring process.
- Co-ordinated work activities of subordinates and staff relating to employee compensation, labor and employee relations.
- Performed various administrative functions including filing paperwork, sorting mail and bookkeeping.

### KEYSKILLS AND CHARACTERISTICS

- MS Office Suite WPM: 90
- Team player with Problem Solving & Leadership qualities
- Meticulous • Detail oriented with excellent Organizing skills

- Poised under pressure
  - Strong interpersonal and communication skills
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