

Resume

Vijaya Lakshmi. S

Mob: +91 6381433264

No:3, Perumal Nagar,
Guduvancheri , Madambakkam

Email : lviji8699@gmail.com

Chennai-603202

Objective

“To seek a position in an organization that emphasizes and encourages creativity fused with professional excellence and to serve with my maximum efforts towards its progress and hence, mine.”

Executive Summary

Experience of 1 year of experience in customer support / Technical support

Professional Experience

- Working with **Sutherland global services as customer support/Technical support** For Amazon D2 process since September 2020 to present.

Job description:

- Take ownership of customer issue.
- Troubleshooting problems and see them through to resolution.
- Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer.
- Troubleshooting solved issues to the appropriate internal teams.
- Collect prompt and accurate feedback from customers.
- Document knowledge in the form of solution articles.

Strengths

- Capability to adapt quickly
- Manage time and prioritize work
- Communicate effectively and co-ordinate
- Ability to demonstrate innovation and good judgment/problem solving skills when making decisions.

Technical Skills

- Basic knowledge in MS - Excel and its analysis tool - Familiar in working with excel and data analysis.

Hobbies

- Dancer
- Listening To Songs
- Playing Shuttle

Educational Qualification

MAJOR	INSTITUTION	YEAR OF PASSING	MARK/ GRADE
SSLC	Sri AiyaSwami Aiyer High School	2015	81.2%
HSC	Christ King Girls Matriculation Hr. Sec School	2017	68%
BCA	Prince Shri Venkateshwara Arts And Science College	2020	75%

- Bca(Computer Application) Prince Shri Venkateshwara Arts And Science college,Madras university Chennai on April 2020
- H. Sc., from Christ King Girls Matriculation Hr. Sec School, Chennai on March 2017
- S.S.L.C. from Sri AiyaSwami Aiyer High School, Chennai on April 2015

Personal Details

Name : S. Vijaya Lakshmi
Father Name : K. Selva Vinayagam
Mother Name : S. Manickavalli
Date of Birth : 29/02/2000
Gender : Female
Marital Status : Unmarried
Religion : Hindu
Languages Known : Tamil, English

Declaration

I hereby declare that the details accomplished above are true to my best Knowledge and belief.

..... Place:
Date: (Vijaya Lakshmi.S)