



Saravanan Vellingiri

Service Desk Associate

harikrishsaravana58@gmail.com

8270287319

linkedin.com/in/saravananvellingiri

To work in an organisation that offers learning opportunities, scope for individuals and organisational development. To prove my skills through various job assignments, responsibilities and pursue a challenging career with honesty and loyalty by making positive contribution toward the growth of the firm. I have knowledge about basics of SQL, Oracle, MS Office and Adobe Photoshop. My goal is to be a part of corporate world to grow my knowledge and utilise it for the growth of the management.

WORK EXPERIENCE

- Customer Support Associate**
Amazon India Development Center Private Limited
08/2018 - Present Coimbatore, Tamil Nadu
Achievements/Tasks
 - Worked in both IN (India) and NA (North America) operational units through voice and non-voice mediums as primary associate.
 - Worked in Primary, Login and Pay, Prime & Prime Now teams.
 - Worked as backup DART to assist primary associates in every forms.

EDUCATION

- Bachelors of Commerce in Professional Accounting**
KG College of Arts and Science
Coimbatore, Tamil Nadu.
- 12th Grade**
S.E.S. Matriculation Higher Secondary School
Coimbatore, Tamil Nadu
- 10th Grade**
S.E.S. Matriculation Higher Secondary School
Coimbatore, Tamil Nadu

SKILLS

- Microsoft Office
- Microsoft Excel
- Microsoft Powerpoint
- Microsoft Word
- Microsoft Outlook
- Customer Service Management
- Digital Marketing
- Google Ads
- Web Analytics
- Chat Support
- Email Support
- Escalation Management
- Ticket Operations
- Communication
- Team Management
- Leadership
- Business analysis
- Active Learning
- Deadline Management
- Interpersonal Skills
- Client Relations
- Financial Accounting
- Payment Gateways

CERTIFICATES

- Certification in ORACLE by KGiSL IT Finishing School
- Certification in SQL by KGiSL IT Finishing School
- Certification in MS Office by KGiSL IT Finishing School
- Certification in Adobe Photoshop by KGiSL IT Finishing School
- Certification in Digital Marketing by Google
- Certification in Web Analytics by Accenture FutureLearn

LANGUAGES

- Englsih
Full Professional Proficiency
- French
Limited Working Proficiency
- Tamil
Native or Bilingual Proficiency