

K. SUGANYA
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Objective:

Seeking Career advancement and to work with a reputed organization that provides me an opportunity to utilize my skills.

- Ability to learn new concepts quickly and apply into practice.
- Good communication skills.
- Sincere, confident and capable to work in a team.

Academic Summary:

COURSE	INSTITUTION	UNIVERSITY	DURATION	MARKS (%)
B.SC (CS)	Prince shri Venkateshwara arts and Science College	Madras University	2002 – 2005	71%
XII	J.G Hr. secondary school		2001-2002	68%
X	J.G Hr. secondary school		1999-2000	61%

Work Experience:

New Age Software & Solution Pvt. Ltd. c/o .M/s FREIGHT SYSTEMS INDIA Pvt. Ltd.

Senior Executive

(June 2015 – July 2020)

Roles & Responsibilities:

- To follow up on pre-alerts with overseas agent. Verifying the correctness of documents & coordinating with agent regarding document queries and ensure timely resolution.
- Tracking document through respective carriers or through port websites.

- Timely generation of Import jobs by prioritizing based on the Arrival.
- Created, complied and delivered reports using MS-Excel.
- Documentation of Shipment related activities and taking responsibility of all Commercial and Accounting transactions related to it.
- Co-ordinating with overseas clients over the phone and through E-mails.
- Timely manifestation of Import documents with Dubai customs through EDI by prioritizing based on the Arrival.
- Updating the Manifest details in e-freight suite.
- Updating Provisional costing and Charges to customer.
- Verifying on Debit note / Credit note and updating provision for rebate and freight collect invoices.
- Coordinating with accounts regarding discrepancy in the costing / charges & assisting to re-solve the same.

Barclays Shared Services

Process Associate

September 2012 till September 2014.

Roles & Responsibilities:

- Quality check on the processed cases
- Handle Customer complaints efficiently & timely manner as per the FSA guidelines of the UK
- Investigating & taking decisions towards the settlement and providing the correct resolution to customer
- Verifying KYC details
- Providing updates to the team and updating the scripts Part of Quality Assurance team

Optimus Global services

Quality Analyst

May 2007 to October 2010

Roles and Responsibilities:

- Call monitoring will be done in order to ensure that all metrics have been followed.
- Timely feedback will also be shared in order to produce good quality calls.

Records and Reports:

- Maintaining Daily MIS
- Maintaining report on AOI's, Scores (Weekly and monthly) and any data on analysis done.
- Maintaining Good and Bad call
- Data on any process gap identified.

LYCATEL BPO Pvt Ltd.

Customer Relation Officer

June 2006 to November 2006.

Roles and Responsibilities:

- Handling International clients and resolving their queries and complaints.
- Call monitoring will be done in the absence of Team Leader.

HTMT GLOBAL SERVICES

Customer Support Executive

June 2005 to June 2006.

Roles and Responsibilities:

- Handling **AIRTEL** inbound calls from customers and resolving their queries and Complaints instantaneously.
- Handling irate calls and pacifying the customers.

Extra-Curricular Activities:

- Playing shuttle and Table Tennis
- Reading and singing.

Personal Details:

Date of Birth	: 23.12.1984
Marital Status	: Married
Languages Known	: English, Tamil & Kannada.