

Career Objective

Intend to build a career with leading corporate where I can work at my own pace, a stimulating environment to enhance learning and apply my inherent skill sets and knowledge domain towards aligning my personal goals to the organization.

Professional Experience

Transaction Monitoring Officer

July 2014 - Nov 2015, Allsec Technologies Ltd, Chennai.

Role and Responsibilities:

- ✓ Monitored the performance evaluation of technical support transactions and reporting on client's interface. Evaluation involves an intensive check on the resolving skills, communication skills, customer handling skills, proficiency with systemic troubleshooting and compliance with policy requirements
- ✓ Provided documentation supporting the evaluation ratings and suggesting remedial measures based on client's knowledge base
- ✓ Highlighted violations to client's policies, transactions leading to potential customer dissatisfaction to the leads for client's attention
- ✓ Generated trending reports for assigned sites (both captive and non-captive centers) and reporting to the lead for further review

Executive ClipBook Creator

Nov 2015 - June 2016, Shri Harini Media Ltd, Chennai

Role and Responsibilities:

- ✓ Worked with the school on-boarding team of the company. Interacted with school representatives to create content in the form of ClipBooks about schools and the various events they held. Created more than 500 ClipBooks for various schools.
- ✓ Helped the product team with product testing, reporting bugs that were found during the process of ClipBook creation and magazine subscription. Worked on the back-end database of subscribers for the product, keying in subscriber details and reporting bugs to the product team

Executive Client Servicing

July 2016 - Nov 2017, Shri Harini Media Ltd, Chennai

Role and Responsibilities:

- ✓ Took care of the customer support of the company. Interacted with the subscribers and users of ParentCircle and Chellamey magazine and www.parentcircle.com to understand their requirements. Got over 365 renewals for the magazines in a period of six months
- ✓ Worked with the business development team of the company. Interacted with the clients to get the content for the ezine. Ran SMS campaign for the subscribers on a weekly basis. Interacted with the schools to fix up an appointment for bulk ezine subscription

Technical Skills

Application	:	Microsoft Office, Photoshop, GIMP
Operating System	:	Windows, Linux, Mac

Academic Qualification

B.E (Electronics and Communication Engineering, 2010-2014) from Srinivasan Engineering College, Perambalur with 75%.

Personal Information

Father's Name	:	M. Rajagopal
Date of Birth	:	05.05.1993
Languages Known	:	Tamil, English
Address	:	S-112, Maitre Vihar, Phase I, Bhubaneswar – 751023

Declaration

I declare that all the above information is correct to the best of my knowledge and belief.

Place:

Date:

Signature