

Resume



S. Revathi

Location: Salem, Tamil Nadu, India

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CAREER OBJECTIVE:

Result focused individual seeking a challenging role in a reputable organization to utilize my management and technical skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

Skillset

Hands on experience in HR, Hiring, Campus recruitment and placement training.
Well experienced in Planning, Scheduling and executing Campus drives.
Technical, Soft skills and communication trainings.
Good Experience in Customer support and Technical Service desk
Hands on experience on people management.

Certifications

Campus to Corporate Faculty Certification by Tata Consultancy Services.
Completed courses in Microsoft educator center in getting started with OneNote, Independent learning with math tools in OneNote, Ohbot-using coding a physical device.

Engagement programs

Have been an active guest lecturer in HR club, took personality development, interpersonal skill sessions for the students.

Work Summary

1. Designation: Placement Trainer

Organization: Shri Sakthikailassh Women's College

Period: August 2018 to till date

Roles & Responsibilities:

- Identifying and categorizing qualified students based on company's requirements.
- Coordinate with Corporates HR and recruitment teams, Planning and scheduling the Campus Recruitments.
- Overseeing and Scheduling interview Slots for individual students for each Hiring drive
- Providing necessary technical and soft skill trainings to the students and preparing them for the interview based on company's requirements.
- Aligning Interview coordinators to manage students during Campus Drive.

- Collecting Feedbacks from Interviewers, Documenting and identifying the qualified students for next round of interview and scheduling next level interviews.
- Organizing and Spearheading end to end Campus drive activity for smooth recruitment process for each company Campus recruitment.
- Teaching Java, C++ and HTML programming for 2nd and final year students
- Assess, review and evaluate student activities and progress. Monitor and mentor student academic progress.
- Create, innovate and implement career-enhancement programs and activities with the help of senior professors.

2. Designation: Service Desk Coordinator

3. Organization: Introsys India

Period: Jan 2015 to April 2018

Roles & Responsibilities:

- Managing the Service desk team which is the first point of contact for end users for IBM products.
- Handling customer, end user escalation on service desk issues
- Reviewing team performance on weekly basis and providing feedback on individual performance.
- Monitoring and managing First Call Resolution and Call Abandoned Ratio.
- Inducting new members in service desk and training them on SD call handling.
- Logging tickets for end user issues and responding them over phone and e-mail with ticket number.
- Assigning tickets to on call support team for issues that requires hands and feet support and following up until closure.
- Updating customer with the status of the incident tickets with e-mail message.
- Maintaining Response and resolution SLA. Generating daily call report and publishing it to the customer and internal stakeholders.
- Generating periodic performance report and share with internal and client stakeholders.

4. Designation: Customer Care Executive

Organization: Glopore IM Services Pvt Limited

Period: Nov 2011 to Dec 2014

Roles & Responsibilities:

- First point of contact for end users.
- Receiving end user calls from Phone and e-mails.
- Logging tickets for end user issues and responding them over phone and e-mail with ticket number.
- Assigning tickets to Field service team for issues that requires hands and feet support.
- Following up with Field service team on issues and updating closure status in ticketing tool and Updating customer with the status of the incident closure with e-mail message.
- Maintaining Response and resolution SLA.
- Generating daily call report and publishing it to the customer and internal stakeholders.
- Providing Training and KT to the junior resources.

Strengths:

- Multi-tasking, quick learning and organizing skills and effective time management.
- A good team player with the ability to achieve personal and team's objectives.
- Excellent customer interaction skills with Strong people management skills, Self-motivated and independent

Academic Profile:

Examination Passed	University/Board	Year of Passing	Percentage
Higher Secondary	State Board	2007	69.33%
BCA	Periyar University	2010	65%
MCA	Madras University	2016	67%
B.Ed.	Tamil Nadu Teachers Education University	2020	76%
MBA	Madras University	2021	Pursuing

Technical Skills:

- Application Skills: -MS-Office
- Programming Skills: -C, C++, Java & Visual Basic
- Web Oriented: HTML.
- Back End: My SQL

Field of Interest:

- Human resource Management
- Resource Hiring and Resource Management
- Teaching

- Database Management System,
- Networking, C, C++, Java
- Accounts

Personal Details:

Date of Birth : 9th Nov 1988

Permanent Address : 4/430, Jagirammappalayam, Omalur main road, Salem - 636302, Tamil Nadu.

Languages Known : English, Tamil, and Kanada.

Nationality : Indian

Passport Detail : Passport No - L4022915, Expiry – 04/11/2023

Declaration:

I hereby declare that all the information contained in this resume is in accordance with facts or truths to my knowledge.

Date:

S. Revathi

Place: