

## CONTACT

### Arathi V

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in arathi-venugopal-079346204



## OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

## EXPERIENCE

03/2022 - 09/2022

- **Customer Service Representative**  
Western International Group - Nesto Online  
**Key Responsibilities**
  - Manage and resolve customer inquiries via phone, email, and chat.
  - Maintain a high level of knowledge about company products and services to provide accurate information to customers.
  - Investigate and resolve customer complaints, ensuring a timely and satisfactory resolution.
  - Document customer interactions and feedback in the CRM system.

## EDUCATION

2022-2024

- **Farook Institute of Management Studies**  
Master of Business administration

2016-2019

- **University of Calicut**  
BSc Physics

## SKILLS

- Interpersonal Skills
- Decision Making
- Problem Solving
- HTML
- CSS
- Microsoft Office

## LANGUAGES

- English ✓✓✓
- Malayalam ✓✓✓

## PERSONAL DETAILS

- Date of Birth : 03/05/1998
- Driving Licence : KL 18 20210002123

## REFERENCE

- **Dr.Ahamad Riaz - Farook Institute of Management Studies**  
Director & Professor  
9446477340

## CERTIFICATION

- Python and Django Framework ( Soften Technologies)
- Member of NIPM Kerala Chapter

## DECLARATION

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- I hereby declare that all the information given above is true and correct to the best of my knowledge. I shall be grateful if you provide a chance to work with you.



ARATHI V