

GANESH R

A S S O C I A T E



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kumily, Idukky, Kerala

PROFILE

I am a Lead associate with one year of experience at Sutherland Global with Strong creative and analytical skills. Team player with an eye for detail.

SKILLS

- Work experience in CRM
- Web Designing(UI)
- Team leading skills
- Multitasking and ability to motivate people and maintain good relation.
- Project Management Tools
- Strong Communication
- Quick learning, adaptive, consistent, strong work ethics

EXPERIENCE

SUPPORT AND ASSOCIATE

Sutherland Global

2021- Present

- Teach and support new associates to CRM.
- Worked on CS Central CRM to handle issues (Digital and retail)
- Raise tickets and work requests and also handle inbound emails from customers all over the world.
- Provide support to Sellers as well as Customers
- Provide feedback on improvement of the tool and raise tickets on emerging issues.
- Quality check the contacts handled everyday by Associates
- Drive performance and build reports
- Resolve issues that are faced by customers over the e-commerce platform.
- Maintain a good relation with customers and also made extra efforts to win their heart which helped in various appreciation from the company.

REFERENCE

MITHUN P WILSON, SR MANAGER :9585624885

HAFNA HASHIM,RP MANAGER : 7736157761

EDUCATION

BACHELORS'S IN COMPUTER APPLICATION

Mahatma Gandhi University(Marian college Kuttikanam)

2016-19 CGPA : 7.18

COMPUTER SCIENCE

GHSS Amaravathy Kumily

2014-16 Percentage : 78%

TECHNICAL COMPETENCIES

- OPERATING SYSTEM
- PROGRAMMING LANGUAGE
- WEB TECHNOLOGIES
- WINDOWS 10
- JAVASCRIPT,SQL,C,JAVA
- HTML,CSS,DOM