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**Carrier objective:**

To obtain a demanding and challenging job that will further enhance my knowledge and technical skills leading to the betterment of both the company and myself.

**Professional Experience:**

- Currently working as a consultant in **sutherland global services** since **October -2015**.
- Worked as a quality control Trainee in **SL lumax Ltd** in customer support, Supplier for Automobile Major OEM'S like Hyundai Motor India, Ford, General Motors India, from **May 2013 – Aug 2015**.
- Worked as a project associate in **Shri Hari Electricals** from **August 2011-April 2013**.

**Current Roles and Responsibilities:**

**1. Sutherland global service:**

- Providing technical support to global sellers over the mail with configuration and troubleshooting of products and it's issues.
- Provides prompt and efficient service to Amazon Sellers and Merchants including the appropriate escalation of Sellers' issues.
- Perform the tasks of handling seller emails regarding the request of services and products issues.
- Liaise with other departments such as Customer Service, Merchant Investigations, or Payments teams as required to resolve Seller's issues and questions.
- In-depth knowledge of the methods, processes and techniques of providing best sellers support.
- Demonstrates excellent time-management skills and the ability to work independently while using departmental resources, policies and procedures.
- Contributes to a positive team environment and proactively aids team members with difficult contacts as needed.
- Maintains acceptable performance metrics such as quality, productivity, first contact resolution, and attendance.
- Actively seeks solutions through logical reasoning and data interpretation skills and identifies trends to appropriate channel including improvement suggestions.

**2. SL lumax Ltd:**

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- As a Quality Control responsible for Customer, New product development in organizations. To product audit and testing, defect control, preparing check sheet and online inspection report, document and shift man power handling.

**Roles and Responsibilities:**

- Part Feasibility study & Part Review with customer.
- Analyzing Customer Complaints and solving the problems by using 7QC tools and take the Corrective actions.
- Analyzing the customer complaints and taking corrective and preventive actions before start the mass production.
- Receiving the Field problem parts from customer & conducting the simulation studies and take Permanent corrective action effectively.
- Conducting the Mfg. Process and product audit in house & Timely Updating of (FMEA, Control plan, Inspection reports), based on corrective actions.
- Accepted quality level (AQL) defined with customer based on make agreement of inspection (AOI).
- Prepare the Weekly quality status presentation for management meeting.
- Applying technical knowledge and skills gained through education and work experience to increase the company's productivity.

**Education:**

- **Bachelor of Engineering in Electronics and Communication** from Anna University, during the period 2007- 2011 with **71%** in Shri Andal Alagar College of Engineering in Chengalpattu, Chennai.
- **HSC:** Completed my HSC with **82%** in M.C.T.R.M Higher Secondary School, Kulipirai on 2007.
- **SSLC:** Completed my SSLC with **89%** in M.C.T.R.M Higher Secondary School, Kulipirai on 2005.

**Technical knowledge:**

- **HTML, CSS, JAVA script, PHP**
- **.NET, ASP.NET, XML**

**Personal Skills:**

- Quick Learning capacity
- Self-initiator with high motivation

**VIJAY.S**

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- Excellent Team Player focusing on targets

**Personal Details:**

Father's name : s.selvam  
Date of birth : 30<sup>th</sup> june 1989.  
Languages known : tamil , English  
Passport No : K2714301  
Address for communication : d.no:2/86,authur,kulipirai(post),  
Pudukkottai(district),  
pin: 622402

**Declaration:**

I here by declare that all the information mentioned above are true and correct to the best of my knowledge.

Signature,

Date:

Place:

**(S.VIJAY)**