

RESUME

SUGANTHI. S

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Objective:

Aiming to Excellence in the working field through hard work, dedication and honesty at Challenging environment.

Professional Experience:

- ✧ Worked as an Customer Support Manager and Administration in M/s TVE Certification Services Pvt.Ltd., From Oct 2011 to Sep 2014.

Designation: - Administration & Customer Support Manager

JOB RESPONSIBILITIES

- To coordinate with client for planning audits and audit related communications and discussions to meet customer needs and expectations.
- Implementing new projects, Preparing auditor Schedule
- Maintenance and claim documents and analyzing the field complaints.
- Maintain MIS status for all the clients
- Preparation , verification of Draft Certificates
- Monitor Customer Complaints/Feed backs & responsible for implementing the Corrective/Preventive actions and follow-up
- Monitor the products revalidation activities and submission of reports as per the customer revalidation plan.
- Maintain complete and accurate customer correspondence data.
- Development and update of client related reports.
- Coordinating with Institution for conducting training programs and also coordinate with trainers and trainee to conduct the planned training programs.
- Maintain MIS status for training department.
- Managing client relationships to build a reputation for excellent service and generate repeat business.
- Negotiate and manage agreements contract processes. Certificate verification and dispatching of the client and trainee certificates.
- Ensure outstanding customer satisfaction by maintaining strong working relationships.
- Handle client issues throughout the implementation life cycle in a timely and accurate fashion.

Educational Qualifications:

- Completed **Master of Business Administration** (Human Resource Management & Finance) at Dhanalakshmi Srinivasan Engineering College, Perambalur in May 2010 and Secured **85%** with **First class**.
- Completed **B.Sc (Mathematics)** at Shrimathi Indira Gandhi College, Trichy in November 2007 affiliated to Bharathidasan University, Trichy and obtained **55%** with Second class.
- Completed Higher Secondary (**HSC**) at St. Philomena's Girls Hr.Sec.School, Trichy in April, 2004 and obtained **70%** with **First class**.
- Completed High School (**SSLC**) at St. Philomena's Girls Hr.Sec.School, Trichy in April, 2002 and obtained **71%** with **First class**.

PG Project:

Title: COMPETENCY MAPPING

Organization: ITI FINANCIAL SERVICES LIMITED, CHENNAI.

Duration: 2 Months.

Synopsis: The main motive of the study is to identify the organizations competency level and they should be learn to employee training and developments. This mapping of companies increase the level of proficiency required for the job.

Computer proficiency:

- DCA
- Tally 6.2
- DTP

Extra Curricular Activity:

- Active participant at social activities - in NSS (National Service Scheme) in School days.

Strength:

- Optimistic
- Quick learning and Hardworking
- Good Team spirit

Personal Profile:

Date of Birth : 28.07.1987
Linguistic Ability : Tamil and English (Read, Write, Speak)
Father's Name : Shanmugam M
Marital Status : Married
Nationality : Indian
Address for Communication : Murugan illam, No-56, Muneeswaran Kovil Street,
Muthaliyar Chattiram, Trichy – 620001.

DECLARATION:

I hereby declare that all the above – furnished details are true to the best of my knowledge and belief.

Date:

Yours Truthfully,

Place: Trichy

(Suganthi.S)