**VIDHYA V N**

**Summary:**

I have around 5 years of total experience, of which, 3 years in content writing, 1 year in resume writing as part of resource management, and 1 year in customer support. I prefer to make a permanent career in content writing (home based).

**Educational Details:**

* B.Sc. Computer Technology from Coimbatore Institute of Technology (First Class with Distinction), Coimbatore (April 2000)
* Passed Praveen in Hindi from Dakshin Bharath Hindi Prachar Sabha, Trichy, India

**Professional Experience:**

***Company: HTC Global Services India Pvt. Ltd., Chennai***

***Duration: August 2013 to August 2014***

***Role: Resume Writer***

***Department: Resource Management***

**Responsibilities:**

* Formatting resumes based on various client formats including US, Malaysia, Singapore, Australia, and other formats followed in the company for the requirements
* Speaking to the resources and obtaining the details required according to the formats
* Taking care of the grammar and sentence formation in the resumes and presenting them to the clients
* Fine-tuning the resumes of the internal resources based on the requirements if necessary for the clients of the company
* Presenting the resumes of the internal resources for the proposals from the Server
* Saving the resumes in the organized pattern followed in the company
* Participating in updating the resumes of all the employees along with the team according to the process followed in the company
* Participating in other activities of HR as and when required
* Participating in team meetings and discussions in the Resource Management Department
* Directly reporting to the Manager

***Duration: August 2010 to August 2013 and started again since January 2015 onwards***

***(Worked as a freelance content writer with IKAV Technologies, Chennai, in one of their teams, delivering 2000 to 3000 words per day***

***Worked with Icetraxmedia as content writer work from home***

***Worked with Easypolicy.com and few other companies)***

***Role: Freelance Content Writer***

**Responsibilities:**

* Wrote unique articles on any given topic with the given keywords framing a suitable title, in such a way that the article contains the keywords, the required number of times
* Involved in focusing on the traffic to the site by using the Search Engine friendly techniques
* Prepared quality content suitable to the project needs

***Company: Reliance Info-streams Pvt. Ltd., Mumbai***

***Duration: 1 year (2004 to 2005)***

***Role: Customer Response Executive***

**Responsibilities:**

* Provided customer support on the networking, billing, and other areas based on the process followed in the company
* Resolved the issues of the customers over phone
* Created Trouble Tickets wherever the issues cannot be solved over phone and assigned them to various wings based on the process followed in the company

**Personal Details:**

DOB: 4.10.1979

Marital Status: Married

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Ram Nagar South Extension, Door No: A3, First Floor, “Sai Aravinda”,

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Chennai - 91.

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