



# SURYA MENON

## My Contact

- ✉ suryamenon867@gmail.com
- ☎ 9970953423
- 📍 New Panvel, Navi Mumbai
- 🌐 <https://www.linkedin.com/in/surya-menon-b8862817a/>

## Hard Skill

- HTML, CSS, Bootstrap
- C & C++
- Java (Basics)
- Python
- Linux (Centos basic commands)
- SQL
- Microsoft Excel Advance
- Power Point

## Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking
- Quick Learner
- Adaptive
- Hardworking

## Education Background

- St. Andrews college, Bandra, Mumbai  
Bachelors in commerce  
Completed in 2019
- Holy Family Junior College  
Higher Secondary Education  
(Commerce)  
Completed in 2016
- St. Francis De Sales  
Secondary Education/ Maharashtra Boards  
Completed in 2014

## About Me

Innovative Programmer and Internet Entrepreneur striving to make the world a more unified and connected place. A creative thinker, adept in software development and working with various data structure. Focused on enhancing my skills and gain new experience. Highly diligent towards learning new things. Quite receptive to training.

## Professional Experience

### HDFC LTD | Mumbai, India 2021-2022

#### Key responsibilities:

- Ensuring timely and accurate customer service.
- Scheduling shifts and supervising front-office personnel including receptionist.
- Monitoring stock and order office supplies troubleshooting emergencies.
- Managing mail distribution.

### Axis Bank/Quess | Mumbai, India 2020-2021

#### Key responsibilities:

- Calling customer and asking for requirement for personal loan.
- Collection documents from customer.
- Maintaining good relation with customer.
- Conducting activities in organization and educating people about personal loan.

### Tech Mahindra | Mumbai, India 2020 - 2020

#### Key responsibilities:

- Managing Incoming calls and Customer Service enquires.
- Greet Customer warmly and ascertain problem or reason for calling.
- Resolving Customer complaints brought to your attention.
- Identifying and assessing Customers' needs to achieve satisfaction.
- Possessing excellent product knowledge to enhance customer support.
- Build Customer relationships and trust with Customer accounts through open and interactive communication.

## Languages

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- English
- Hindi
- Malayalam
- Tamil
- Gujarati



## Achievements

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- Completed 20% more than the target assigned for personal loan during year end in Axis bank.
- Contributed to good customer service
- Been complimented by Superiors for completing the job before dead line.

