

## **CAREER OBJECTIVE**

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A challenging and growth-oriented position in a progressive company, where I contribute to the organization's success with my expertise through my ideas and desire to achieve excellence. Skilled in MySQL, Advanced Excel, and Power BI. Strong communicator and problem solver, dedicated to delivering data-driven solutions and driving strategic decision-making.

## **PROFESSIONAL EXPERIENCE :**

1. Organization: BGS Balajagath School,  
Process: Assistant Teacher,  
Work Tenure: Dec 2015 - April.2017
  
2. Organization: Vasco Scientific Private Ltd,  
Process: Customer support Executive  
Work Tenure: March 2021 to May 2022

## **JOB DESCRIPTION:**

- Professionally answer calls to give information on goods and services, accept or reject orders, or get further information regarding complaints.
  - Maintain records of customer contacts and transactions, including information on questions, grievances, and comments, as well as any subsequent actions. Complete forms, applications, and orders.
  - Follow up to confirm that customers' demands were properly handled.
  - Send unresolved consumer complaints or unique requests to the appropriate departments for additional investigation.
  - Offering assistance and guidance to clients using the goods or services offered by your business.
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3. Organization: Chrome Source Pvt Ltd,  
Process: Customer Support & Procurement  
Work Tenure: June 2023 to Nov 2023

## **JOB DESCRIPTION:**

- Answer calls professionally to provide information about products and services, take/ cancel orders, or obtain details of complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms and applications.
- Follow up to ensure that appropriate actions were taken on customers' requests.
- Refer unresolved customer grievances or special requests to designated departments for further investigation.
- Providing help and advice to customers using your organization's products or services.
- Developing customer service procedures, policies and standards for organization or department.

## **PROJECT**

### **Analyse the financial performance of a multinational corporation**

- Built a Power BI dashboard to analyze the financial performance of a multinational corporation. Consolidated financial data from different subsidiaries and business units, including revenue, expenses, and profitability metrics.
- Created interactive visualizations and slicers to enable executives to explore financial data by region, product category, and time period, facilitating strategic decision-making and identifying areas for cost savings and revenue growth.
- Created data visualizations and reports to communicate findings effectively to stakeholders and non-technical audiences.

## **ACADEMIC QUALIFICATION**

- Bachelor of Education, 2015.  
University of Mysore.
- Master of Science, 2014.  
University of Mysore.
- Bachelor of Science, 2012.  
University of Mysore.

## **KEY SKILLS**

- Strong interpersonal and organizational skills.
- Excellent communication.
- The ability to work in a fast-paced environment.

## **TECHNICAL SKILLS**

- MySQL
- Power BI
- MS Excel

## **DECLARATION**

I assure that the information given above are true to the best of my knowledge and belief I further ensure you that I will discharge my duties with dedication to the entire satisfaction of my superiors.

Place: Hyderabad

Date:

**PUSHPANJALI P**

(Signature)

