

Resume

SHASHIDHARAN.J

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CAREER OBJECTIVE & INNOVATIVE

Seeking a challenging career in any field, at Entry Level with learning and growth opportunities having adequate authorities and responsibilities to implement the skills being acquired thereby contributing to the progress of the firm and thus grow personally.

STRENGTHS

Excellent good communication, Quick learner, innovative thinker, good individual worker and also team worker.

EDUCATION QUALIFICATION

| Qualification | School/Collage | Year of Passing & College/Institute | University/ Board | Result with Percentage |
|----------------|----------------------------------|-------------------------------------|--------------------------------|------------------------|
| BCA | R.B.A.N.M'S First Grade College. | 2013 | Bangalore University | 66% |
| Pre-University | AMBEDKAR PRE-UNIVERSITY COLLEGE. | 2010 | Karnataka Pre-University Board | 41.3% |
| SSLC | R.B.A.N.M'S HIGH SCHOOL | 2006 | Karnataka State Board | 51% |

COMPUTER SKILLS

| | |
|----------------------|--|
| LANGUAGES | C,C++,C#,VB6.0. |
| WEB SCRIPTING | HTML,XHTML,ASP.NET. |
| DATABASE | ORACLE10g,MICROSOFT SQL2005/2008,MSACCESS. |

OTHER SKILLS

Certificated in HR from SinDesys Technologies LLP from 2nd June 2012 to 4th July 2014.

WORK EXPERIENCE

1st Experience: I worked as Office Assistant in Auditor's Office for 1 year from 10th June 2009 to 15th May 2010.

Company Name: Shree Sai Vabs

Solutions Auditor Name: A. Vijaya

Mob. no. 9342887459

Roles and Responsibilities:

- Files maintenance, database management, petty cash book maintenance, office in-charge (Electricity bill, Office Rent, Telephone bill and other expenses).
- Filing of IT Returns, service tax, sales tax and companies' registrations.
- Data entry in Tally.

2nd Experience: Worked as Sales Coordinator and RMA in charge From Jan 2016 to May 2017.

Company Name: **Ecaps Computers India Pvt Ltd.**

Job Description: Coordinate sales team by managing schedules, filing important documents and communicating relevant information

- Ensure the adequacy of sales-related equipment or material, respond to complaints from customers and give after-sales support when requested.
- Store and sort financial and non-financial data in electronic form and present reports
- Handle the processing of all orders with accuracy and timeliness.
- Inform clients of unforeseen delays or problems.

Return Material Authorization (RMA) Code repair and replacement requests and forward when other departments must fulfill.

- Enter data, analyze data, and identify trends in repair and replacement requests.
- Process, categorize, and answer customer emails and telephone calls, providing high quality service.
- Communicate status and schedule to customers.

3rd EXPERIENCE: Worked as an **Office Admin cum Accountant** cum Purchase Head at a Singapore based company AW India Fountains and Pools Pvt Ltd from 04th Oct 2017 to 31st Oct 2019

Job Description: Handling the company financial aid, file management, administering the office needs and purchase of materials as required.

- Coordinating with auditors.
- Entering the details in Tally.
- Maintaining of Attendance details of the employee and the salary part
- File management in software and hardware.
- Purchasing materials for the site progress coordination with the management and the project authorities
- Looking into all office needs and handling petty cash.

4th EXPERIENCE: Sales Coordinator at Binary Systems Private Limited from 15th Dec 2021 to 15th June 2022.

CURRENT EXPERIENCE: Work as Product cum Process Trainer @ Sunbiz Solutions from 10th Aug 2022 to till date.

Company Name: Sunbiz Solutions

Job description: Trainer for 3 branches Bangalore, Mysore and Chitradurga

- Deliver new hire training on the company product and process wise and other departmental training programs
- Contribute to the overall success of the Training Dept
- Assist in daily administration of a Learning Management System
- Evaluate the performance of agents using tools available such as assessments, calls observations, and provide recommendations under the guidance of the core team
- Take calls and act as roaming Supervisors during All-Hands situations
- Set up and maintain training facilities and related training materials
- Train all aspects of the program to new hires and refresher training to tenured employees
- Identify and working closely with Quality Team and Service Excellence to design, develop and refine engaging programs in various formats (documentation, live and virtual facilitation, online, video)
- Provide one-on-one coaching in training to ensure exceptional customer services
- Work in conjunction with the Quality Assurance team to ensure training and quality goals are met.
- Conducting PKT to check the ability of the agent on understanding the products and other quality parameter.

PERSONALPROFILE

DateofBirth : 01-JAN-1990

FatherName : Jayaseelan. R

Gender : Male

Nationality :
IndianLangu

agesKnown

| LANGUAGE | READ | WRITE | SPEAK |
|----------|------|-------|-------|
| ENGLISH | YES | YES | YES |
| KANNADA | YES | YES | YES |
| HINDI | NO | NO | YES |
| TAMIL | NO | NO | YES |

DECLARATION

I hereby declare that the information shown above is true to the best of myknowledge andbelief.

Date:

Place:Bangalore

(SHASIDHARAN.J)