

RAJESWARAN s/o V MANIMARAN



B-02-16 PPR Seri Semarak Setapak KL
Phone: 0182102073
E-mail: jesh02paiyan@gmail.com

PERSONAL PARTICULARS

- ▶ Age : 28
- ▶ Marital Status : Married
- ▶ Gender: Male
- ▶ D.O.B: 02 Oct 1988
- ▶ I.C: 881002-01-5795
- ▶ E-mail: jesh02paiyan@gmail.com
- ▶ Phone: 60182102073

EDUCATION

- ▶ Certificate in Mechanical Engineering
- ▶ Completed on : 2008-2009
- ▶ University: Polytechnic Sultan Mizan Zainal Abidin

CAREER OBJECTIVE:

- ▶ To work in a challenging environment that provides generous opportunities for continuous learning that utilizes my skills and experience and keen to work in an environment where I can enrich my knowledge.
- ▶ To give my best in my professional pursuit for overall benefit and growth of the company that I serve by facing the challenges
- ▶

ADDITIONAL SKILLS: Profound understanding of customer psychology aimed at providing individualized customer services, Analytic thinking aimed at resolving customers' issues in a proactive manner, Positive demeanor with excellent leadership skills, Exceptional organizational skills and adaptability

PERSONAL STRENGTHS: Fast learner and driven to action, Acknowledged for creating new and alternative ideas, Create high performance culture for better working environment.

Working Experience Profile

1. Site Supervisor

AI TELCO SERVICES

- ▶ Duration :Part time January 2015 until August 2015
Rejoined : Full time March 2016 until December 2016
- ▶ Position level: meet clients, overseeing project start to finish, Site supervisor managing labor for onsite project
- ▶ Salary : RM 3500.00
- ▶ Reason for leaving: Company Moved to KKB

- ▶ Maintained and monitored the progress of project goals and provide management with weekly project report
- ▶ Coordinated with labours to ensure the meeting of weekly goals and produced status report
- ▶ Monitored the worksite for the completion of necessary tasks and safety compliance.
- ▶ Managed the supply of equipment and job needs materials, reordered and contact main contractors for further process.
- ▶ Conducted workplace inspection and monitored worksite for safety.
- ▶ Oversaw on-site activities of multiple subcontractors, and laborers.
- ▶ Monitored project activities to ensure that instructions are followed, deadlines are met, and schedules are maintained

Telco Civil Project Involved

- Fiber optic Installation By Micro trenching
- Install Premix/Civil jobs
- Trunking and Cable installation management inside buildings
- Manhole installation
- Core drill-concrete floor to run trucking.

Tower Project Involved

- Cage and ladder installation
- Ladder, Cable tray, Tower Fasteners Fixing
- Indoor cable tray installation
- BTS,Ladder,Antenna Installation as per layout plan

2.Program Executive

Leadership Resources Malaysia Sdn Bhd

- ▶ Duration : September 2015 March 2016
- ▶ Position level : Program Executive -Database researcher /Executive sales team for Franklin Covey Trainings
- ▶ Salary :RM 2500.00
- ▶ Reason for leaving: Based on contract

Experience

- ▶ Assigned to do multi task to analyze list of Malaysia companies database by explore each company profile to introduce LRM training materials and approach the right person to deliver the training education information. Share value of each program available in LRM
- ▶ Approach Sales Decision Management to participate in LRM Trainings.
- ▶ Make appointment with Decision maker of companies behalf of Facilitators based on their company own interest.
- ▶ Coordinate with Marketing and other stakeholders to ensure PP tasks are executed well.

Training Attended

- HELPING CLIENT SUCCEED(HCS) FRANKLIN COVEY
 - THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE
 - LEADERSHIP: GREAT LEADERS,GREAT TEAMS,GREAT RESULTS
 - CRUCIAL CONVERSATIONS
 - LEADING AT THE SPEED OF TRUST
 - INFLUENCER BY VITALSMARTS
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- ▶ Completed most of (FRANKLIN COVEY TRAININGS) to enhance ability of communication, corporate handling issues ,and more important on how to become remarkably better at the person-to-person aspects of sales and become trusted adviser to our clients by learn and seeking first to understand client's needs and steps work together with them to create win-win outcome that benefit both sides.

3. Team Leader

ASUSTEK COMPUTER MALAYSIA SDN BHD

- ▶ Duration : March 2014 August 2015
- ▶ Position level :Executive
- ▶ Salary :RM 2500.00
- ▶ Specialization : IT/ Technician
- ▶ Reason for leaving: Contract retrenched

Experience

- ▶ Cooperate and communicate with respondent to maximize efficiencies of answer through question that asked to them
- ▶ Maintaining or repairing equipment
- ▶ Troubleshooting a variety of computer issues
- ▶ Testing systems to make sure that they are working properly
- ▶ Carrying out routine administration, like organizing staff rotas.
- ▶ Responsible for answering queries, providing technical advice and introducing new products
- ▶ Provide pre-sales and after-sales technical advice and support about computer systems to customers.

4.SERVICE BANKER

SCOPE INTERNATIONAL(M) SDN BHD (STANDARD CHARTERED BANK)

- ▶ Duration : February 2013 - February 2014
- ▶ Position level :Junior Executive
- ▶ Salary :RM 2300.00
- ▶ Specialization : Mortgage, Credit Card, Personal loan and banking accounts
- ▶ Reason for leaving: Hospitalized, long term bed rest was advised.

Experience

- ▶ Setting up and maintaining customers' accounts
- ▶ Dealing with enquiries promoting and selling financial products and services to customers
- ▶ Uses a computerized system to update account details general administration tasks such as maintaining records, opening post and sending letters to customers
- ▶ Help customers with loan and mortgage applications.
- ▶ Continuously update skill by participating in professional trainings, go for courses as instructed by management

5. CUSTOMER CARE CONSULTANT / TECHNICAL SUPPORT TEAM

MAXIS BERHAD

- ▶ Duration : Jan 2011 - February 2013
- ▶ Position level :Junior Executive
- ▶ Salary :RM 1800.00
- ▶ Specialization : Telecommunication
- ▶ Reason for leaving: Better Offer

Experience

- ▶ Setting up and maintaining customers' accounts
- ▶ Resolve customer complaints via phone and email. Work with customer service manager to ensure proper customer service is being delivered.
- ▶ Use telephones to reach out to customers and verify account information.
- ▶ Handle and resolve customer complaints, follow up on customer interactions and record details of inquiries, comments and complaints
- ▶ Communicate and coordinate with internal departments, record details of actions taken, prepare and distribute customer activity reports and maintain customer databases
- ▶ Listen to customers' questions and concerns, and provide answers or responses
- ▶ Provide information about products ,services, network troubleshooting
- ▶ Take orders, calculate charges, and process billing, payments also review or make changes to customer account
- ▶ Pro-actively seek to identify customer needs and effective at cross-selling and referring leads to the appropriate channels for follow-up
- ▶ Do device related troubleshooting. (Hand phones, Broadband, Tablets and etc:)
- ▶ Take full ownership of customers' problems and ensure complete customer satisfaction of problem resolution

Languages

Proficiency (0=Poor – 10= Excellent)

Language	Spoken	Written
English	9	9
Bahasa	10	10
Tamil	10	10

Computer Skills

Operating System

- ▶ **Intermediate: Windows XP, Windows ME, Windows 10 and Linux.**

Software Applications

- ▶ **Advance : Microsoft Office, Microsoft Office 2000,Microsoft Office 1997-2016,MS word, Internet Explorer, Outlook, Power Point, MS Excel,**

CO CURRICULAR ACTIVITIES:

- ▶ School Hockey player 2001- 2005.
- ▶ English Community Member 2001- 2005
- ▶ Maxis Customer Operations Futsal Player 2012
- ▶ P1 Futsal Player 2012 - 2013

STRENGTHS:

- ▶ Able to accept long hours during month-end or if require & meet tight dateline
- ▶ Willing to work under stressful environment and handle multi-tasking
- ▶ Positive mental attitude, good communication skills, analytical skills & time management skills
- ▶ Excellent organizational and motivational skills
- ▶ Able to interact with all levels of people & dynamic team players
- ▶ Results driven & aggressive with high personal and carrier goals

PREFERENCE

Expected Monthly Salary : MYR2500 – MYR2900 (Negotiable)
Willing to Relocate : Flexible
Possess Own Transport : Yes
Willing to Travel : Will be under consideration if transport allowance is provided.
Availability : Immediately available.

Name : Mr Nahan
Position : HR Manager
Company : Leadership Resources Malaysia
Telephone : 6019 289 1954

Name : Ms Preetallatha
Position : HR Manager
Company : AI Telco Services
Telephone : 6016 327 7537