

CONTACT

PHONE:
+91 8904751720

EMAIL:
Jeevithas317@gmail.com

LANGUAGES KNOWN

- ✓ English (Speak, Write)
- ✓ Tamil (Speak, Write)

ACHIEVEMENTS

- ✓ Top performer in the month of November and January
- ✓ Achieved highest star ratings as customer satisfaction on daily basis

JEEVITHA

PROFILE SUMMARY

I took long time off for my marriage and family needs, which allowed me to hone my time management and crisis management skills those resolved and currently seeking to re entry workforce. Professional with experience in customer service and operations. Eager to contribute to an organization by leveraging my communication skills, technical knowledge, and dedication to quality work.

WORK EXPERIENCE

AEGIS CUSTOMER SUPPORT SERVICES PVT LTD -SENIOR EXECUTIVE IN OPERATIONS
May 2018-Apr 2019.

- ✓ Professionally handle the outbound calls to the customers for sales, follow-ups, new products, renewal reminders, or updates
- ✓ Handling the inbound call requests from customers to ensure that issues are resolved both promptly and thoroughly.
- ✓ Troubleshoot customer issues over the phone.
- ✓ Grow and nurture customer relationships on every interaction that results in measurable Customer value.
- ✓ Serve customers by providing product and service information, resolving product and service problems through co-ordination with internal and external departments.

KEY SKILLS

- ✓ High sense of responsibility and consistency of work towards better achievement
- ✓ Good Communication and Personal Skills.
- ✓ Ability to learn quick and flexible.
- ✓ Work independently as part of team

SOFT SKILLS

- ✓ MS Office (Excel, Word, Power point)
 - ✓ Programming (C,SQL,C++,HTML)
 - ✓ Email Etiquette
-

ACADAMIC PROJECTS

- ✓ Burglar Alarm for level sensing of liquids
- ✓ Android application for school bus tracking and time prediction system

CONFERENCE, WORKSHOPS

- ✓ Paper presented in international conference
- ✓ Workshops attended in various locations in the subjects of
 - ❖ IOT Implementation using Raspberry PI,
 - ❖ Big Data-Hadoop,
 - ❖ Open Source technology,
 - ❖ Hardware Implementation.

HOBBIES

- ✓ Travelling
- ✓ Painting
- ✓ Artwork
- ✓ Gardening

EDUCATION SUMMARY

Course	College/ School	CGPA	Year of Passing
B.E-Computer Science Engineering	Narasu's Sarathy Institute of technology/ Anna University	67%	2018
H.S.E	Jayarani Matriculation Higher Secondary School	67%	2014
S.S.L.C	Jayarani Matriculation Higher Secondary School	78%	2012

PERSONAL INFORMATION

<u>Personal Information</u>	
Date of Birth	16/11/1996
Sex	Female
Marital Status	Married
Father Name	Chandra Sekaran
Spouse Name	Sridhar
Religion	Hindu
Nationality	Indian
Permanent Address	No.8,8 th A Cross, Jagandurga nest, Lingarajapuram, Bangalore.

Declaration

I hereby declare that above furnished information is to the best of my Knowledge.

Date:

Yours truly

Place:

(Jeevitha)