Govindharaj Jayaraman

OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

EXPERIENCE

Customer Care Representative
May 2021 – March 2023

Math IT Solution, India

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

Documents controller
Jan 2018 – March 2021

Marstyping Transaction&Clearance Services, Abu Dhabi

- Copy, scan and store documents
- Check for accuracy and edit files, like contracts
- Review and update technical documents (manuals and workflows)
- Distribute project-related copies to internal teams
- File documents in physical and digital records
- Create templates for future use

CONTACT

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- +971561871017
- raj.jram22@gmail.com

SKILLS

Operating System
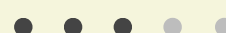● ● ● ● ●

MS Office
● ● ● ● ○

DataEntry
● ● ● ● ○

Sales
● ● ● ● ○

Basic Network
● ● ● ○ ○

Computer Hardware
● ● ● ● ○

LANGUAGES

Tamil (Mother tongue) English (Read,Write & Communication) Malalam (Communication) Hindi (Communication)

- Retrieve files as requested by employees and clients

- Manage the flow of documentation within the organization

- Maintain confidentiality around sensitive information and terms of agreement

- Prepare ad-hoc reports on projects as needed

Computer Hardware & Sales Rep   August 2014 -
Opal System G   Sep 2017

- Set up hardware.

- Install software.

- Maintain and repair technological equipment.

- Manage software in computers and networks.

- Ensure privacy and data protection.

- Perform regular upgrades.

- Perform troubleshoot activities.

- Install well-functioning LAN/WAN and other networks.

- Present, promote and sell products/services using solid arguments to existing and prospective customers.

- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs.

- Establish, develop and maintain positive business and customer relationships.

EDUCATION

Computer Science   2014
Anna University

Computer Science   2010
Panimalar Higher Secondary School

Second School Leaving Certificate   2008
Panimalar Higher Secondary School

ADDITIONAL INFORMATION

- Nationality   - Indian

- D.O.B.   - 05-03-1993

- Visa Status. - Visiting visa

- Passport No - M5152702