JOBY GEORGE

CONTACT

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📍 Sharjah, UAE

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EDUCATION

2018 - 2022
KERALA TECHNICAL UNIVERSITY

- Bachelor Of Technology Electronics and Communication

LANGUAGES

- English
- Hindi
- Tamil
- Malayalam

HOBBIES

- Reading
- Listening music
- Travelling
- Outdoor games

REFERENCE

Azif A
Astoria Software Exports/ Manager
Phone: +91 99955 70527
Email : Azif@astoriasoft.com

Ajil Varghese
Voiceplus Support Services/ CEO
Phone: +91 99958 25716
Email : voicepluskottayam@gmail.com

PROFESSIONAL SUMMARY

Seeking an exceptional opportunity as an Electronics and Communication Engineer in a professional organization. I am looking forward to a rewarding career and working with an experienced team that can help me develop and test my capabilities to the fullest.

WORK EXPERIENCE

- **ASTORIA SOFTWARE EXPORTS**   JAN 2024 - PRESENT
  Chat Support Executive
  - Provide prompt and accurate responses to customer inquiries via live chat through Pre-owned car websites for Chatchasers.
  - Monitoring various websites for errors and issues, and reporting the same to higher authorities
  - Handle multiple chat conversations simultaneously while maintaining high-quality service.
  - Resolve customer issues related to products, services, billing, and technical support in a timely and efficient manner.
  - Escalate complex issues to the appropriate department, ensuring timely follow-up and resolution.

- **VOICEPLUS SUPPORT SERVICES**   JUL 2022 - JAN 2024
  Office Administrator
  - Providing beneficial technical support and customer service to clients.
  - Maintaining documents and records as well as executing various clerical duties as required.
  - Repair of electronic devices like monitors and projectors.

TECHNICAL SKILLS

- MS OFFICE
- CRM
- PYTHON PROGRAMMING

SOFT SKILLS

- Communication Skills
- Problem Solving
- Adaptability
- Time Management
- Teamwork
- Multitasking