

RAMKUMAR.G

Thoothukudi
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Objectives:

To pursue a career in the field that promises growth as well as opportunity to learn more. To Shoulder responsibilities effectively and contribute towards the growth of the organization with the skill I possess and have developed.

Professional Experience

Organization	UNITED ENTERPRISES
Designation	HR & Admin Executive (2024 Jan – 2024 Nov)

Duties:

- Manage all HR related task such as interviewing, payroll processing, documentation, Enter & Exit formalities.
- Lead the recruitment process end-to-end, including job postings, interviews, reference checks and new hire onboarding.
- Prepare monthly reports for departments, such as accounting and human resources, using the entire Microsoft Suite software.
- Maintain Employee records,
- Organized and coordinated executive meetings and events, including preparing meeting materials.
- Maintained executive expense accounts and processed reimbursements.
- Processing invoices and expense reports
- Managing office supplies
- Greeting visitors and responding to inquiries

Organization	CONNQNT BUSINESS SOLUTION a subsidiary of QUESS CORP (formerly known as TATA BUSINESS SUPPORT SERVICE LTD)
Designation	Senior Service Executive in Operation Function (Back End Support International) (2014 April – 2024 January)

Duties:

- Accountable for resolving queries, managing operations as specified in the service level agreement and maintain service excellence culture within the organization.
- Actively involving in audit, the quality assessed reports to ensure about the accuracy and also carry out random QC check to check the authenticity of quality check across the floor.
- Answered all mails received by clients and resolved their queries and complains on a daily basis via e-mail or Chat.
- Forwarded requests as per escalation policy to higher level of support.
- Resolved requests related to billing and account issues, and some technical assistance.
- Resolve escalated issues, disruptions, lost packages and claims.

Work Areas:

Financial Operation (Dispute Analyst):

- An organized and detail-oriented Chargeback Analyst with extensive experience in the operations. Skilled in identifying, analyzing, and resolving chargeback disputes for a variety of Customers.
- Investigates disputes to determine their root causes and validity. They review relevant documentation, such as contracts, invoices, and correspondence, to understand the nature of the dispute.
- Using the standard letter, we attach the supporting proof and challenge, Invoice, Proof of delivery, Proof of last seen or used for bodi order, Proof of cancelled future order

Tools Used:

- Payment Tech
- Cyberspace
- Oracle E-Business Suite (EBS)

Logistics:

- Track shipments from pickup through delivery so that accurate, up-to-date information can be provided regarding any shipment.
- Provide Tracking details for the product to customer via Chat or Email.

Technical Support:

- Providing internal support to help customers or employees resolve issues with their software, hardware, or technical devices.
- Troubleshoot various Operating Systems and other application software, troubleshooting Internet connectivity issues.

Order Management:

- Review incoming purchase orders and ensure orders conform to policy.
- Coordinate with sales and the customers when purchase order revisions are required.
- Enter orders into Oracle database in a timely and accurate manner.
- Monitor progress of an order throughout the shipment process.
- Research and update customer records.

Social media management:

- Maintained strong social media and brand presence across Twitter, Facebook, and Instagram platforms
- Monitor online presence of company's brand and engage with users, strengthening customer relationships

Achievements:

- **Supervisor & Nester.**
 - Monitoring the team's performance
 - Assisting the team by performing the tasks with them
 - Reporting to TL or Team Manager/ personnel when required

Professional Experience

Organization	Benniel Enterprises
Designation	Sales and Quality Engineer (Sep 2012 to Nov 2013)
Job Description: <p>Work in close coordination with company sales team to employ and manage sales-related technology. They are responsible to demonstrate equipment and subsequently install what has been approved as best for company purposes.</p> Duties: <ul style="list-style-type: none"> Developed customized sales techniques to successfully sell and upsell products and services to new and existing clients. Performed in home sales presentations of water treatment systems. Performed water quality analysis testing. Interacted with customers to understand particular needs and identify the water treatment equipment best suited to helping in achieving goals. 	

Academic profile

Qualification	University/Board	Institution	Year	Percentage
MBA (Production & HR)	Anna University Chennai.	Regional Centre of Anna University (Coimbatore Centre)	2010-2012	8.02 CGPA
BE (EEE)	Anna University, Coimbatore.	Anna University of Technology Coimbatore- Tamil Nadu	2007-2010	8.75 CGPA
Diploma (EEE)	Directorate of Technical Education	Sun institute of technology Nagercoil.	2005-2007	89.29
XII (Computer Science & Maths)	State board	Caldwell hr sec school, Thoothukudi	2005	69.08
X	-	Caldwell hr sec school, Thoothukudi	2003	75.08

Academic Projects:

- PG Project:** A Study on the Safety and Welfare Measures Provided To the Employees at V.O.Chidhambaranar Port Trust”
- UG Project:** HPHeater Protection in 210MW Thermal Power station, in this project, to protect the heater using GSM, monitoring and isolating the system automatically.
- Diploma Project:** Digitally control Automatic Star/Delta Starter in diploma

Hobbies:

- Youtuber
- I'm very much interested in going to new places
- Aquarist

Soft Skills:

- Project Management
- Technical & Financial Support
- Time Management
- Leadership
- Fast fingers on Keyboard to work on more than one Windows

Personal Information:

Date of Birth	31-01-1988
Gender & Martial Status	Married
Languages	Tamil & English
Website	https://www.linkedin.com/in/ramkumar-gurusamy-0937835a/ www.youtube.com/@ARBlissful
Native	Thoothukudi
Passport No:	C2446355

Declaration:

The above-mentioned information is true and correct to the best of my knowledge and belief. If I am selected and given a chance to serve in your esteemed organization, I shall prove my best and ability to the entire satisfaction of my superiors.

Date:

Place:

signature
(G. RAMKUMAR)