



# SOJI P VARUGHESE

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## PROFESSIONAL SUMMARY

To pursue a successful, challenging & exciting career while dispensing my maximum potential to the benefit of the organization and at the same time complementing my passion for learning. Professional person with strong communication and multitasking skills. Experienced in resolving customer complaints within company guidelines and using own initiative. Implements customer follow-up to uphold service standards and guarantee customer satisfaction.

## WORK HISTORY

**DOCUMENT CONTROLLER/DATA ENCODER**, 02/2013 - 12/2014

**Al Anwar Discount Center Bahrain**, Tubli, Bahrain

- Gathered information and prepared data for use in reporting and documentation.
- Bolstered data security to protect integrity of files.
- Reviewed documents for accuracy, immediately notifying supervisor of errors.
- Produced document progress reports for senior managers.

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**DOCUMENT CONTROLLER/OFFICE ASSISTANT**, 08/2018 - 08/2021

**Russian Medical Educational Agency(RMEA)**, Kottayam, India

- Utilised specialised applications to collect and preserve digital information.
- Carried out secure destruction and disposal of sensitive documents.
- Stored documents using cloud-based systems to drive efficiencies.
- Contributed to accurate and efficient quality checks, ensuring error-free results.

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**CSA**, 10/2021 - 01/2024

**Eminent BPO**, Bangalore, India

- Completed thorough documentation CRM for each enquiry.
- Shared informational brochures and details about policies to help guests make decisions.
- Completed transactions to replace or exchange defective items.
- Offered current, accurate advice on optional solutions for concerns.

## SKILLS

- Operating systems familiar with Windows xp,7,8,10,11 and Linux
- Tools: MS Office
- Customer service
- Problem solving
- Time management
- Data entry
- Customer relations
- Communication skills

EDUCATION	MGM HSS Thiruvalla, Kerala, India, 03/2008
	10th
	Percentage: 77%
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	NSS HSS Kaviyoor, Kerala, India, 03/2010
	12th
	Percentage: 70%
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	St John's College Thiruvalla, Kerala, 03/2018
	B.Com
	Percentage: 1.87(CGPA)

LANGUAGES	English	Hindi
	<div>Fluent</div>	<div>Fluent</div>
	Malayalam	Tamil
	<div>Native</div>	<div>Advanced</div>

PERSONAL DETAILS	Date of Birth: 14.02.1992	Nationality: Indian
	Marital Status: Single	Visa Status: Visit Visa expiring on 21/07/2024
	Gender: Male	Passport: X7635996

CUSTOM	I under take that all the above mentioned details provided by me are true up to my knowledge
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