

# AJITH VELLAMKULATH

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## OBJECTIVE

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Dynamic and enthusiastic professional with extensive experience in **Web Portal Management** and **Customer Service**, seeking a challenging role in a growth-oriented organization. To utilize my skills towards a challenging career with a growth oriented and leading organization that recognizes and values individual contribution, which will provide opportunities for continues growth and advancement.

## PROFILE SUMMARY

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- Result oriented and energetic with **8 years'** experience in **Customer Service** along with over **10** years of experience in managing **Web Portal**, committed to achieving outstanding results.
- Expert in **Mojo Portal** (ASP.Net, C#, SQL) and **Joomla** (PHP, MySQL), with a strong emphasis on e-commerce functionalities (product cataloging and order management).
- Proficient in **CRM** systems - **SAP** and **Salesforce**, with a strong focus on customer relations, complaint resolution, and delivering satisfactory outcomes.
- Skilled in overseeing and managing **Social Media** platforms and campaigns.

## WORK EXPERIENCE

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### **WNS GLOBAL SERVICES Pvt. Ltd – Mumbai, India** **Senior Associate Operations – Apr 2016 to Sep 2024**

- Managed customer inquiries from diverse regions in the UK for a premier energy company.
- Effectively resolved customer issues using SAP and Salesforce, leading to high satisfaction ratings.
- Optimized response times and addressed complaints, ensuring follow-up until resolution.
- Gathered customer feedback to enhance service performance.

### **VEDANTA VISION – Mumbai, India** **Web Manager – Jul 2010 to Mar 2016**

- Developed and managed the organization's IT solutions, including a new Joomla based web portal with a focus on e-commerce.
- Integrated additional functionalities such as shopping cart and customer registration to enhance the online shopping experience.
- Managed social media accounts (**Facebook, YouTube, LinkedIn**) along with **Email** and **SMS** marketing.
- Assumed administrative responsibilities, product listing and order processing alongside **Domain** and **Hosting** management.

### **Agilisys IT Services India Pvt. Ltd – Mumbai, India** **Developer – Sep 2006 to Jun 2010**

- Managed multiple website development projects and their ongoing maintenance.

- Participated in client meetings to gather and clarify requirements.
- Identifying and resolving issues on existing websites while gathering necessary requirements for enhancements (worked on **JIRA, CVS, Bugzilla**).

## **EDUCATIONAL QUALIFICATIONS**

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**B.Com - IGNOU, 2002**

**CIC - IGNOU, 2001**

**PGDCA - ICES 1999**

## **PERSONAL DETAILS**

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**Nationality** : Indian  
**Marital Status** : Married  
**DOB** : 7 May 1980  
**Languages** : English, Hindi, Malayalam.  
**Location** : Sharjah, UAE