

AJITH VELLAMKULATH

PHONE: +971 56 221 7974

Email: ajitheravu@yahoo.co.in

LinkedIn: [linkedin.com/in/ajith-vellamkulath](https://www.linkedin.com/in/ajith-vellamkulath)

OBJECTIVE

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

- 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

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

B.Com - IGNOU, 2002

CIC - IGNOU, 2001

PGDCA - ICES 1999

PERSONAL DETAILS

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