



## KEJIN MARY

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Mobile No : 971581731663 ( UAE )

: 917339643027 (Indian)

### PROFESSIONAL SUMMARY:

To work in an environment conducive for innovative experiences which offers a solid knowledge base to enhance my talent, exposure and zeal for knowledge, which in return benefits the organization.

### PROFESSIONAL EXPERIENCE:

#### SUTHERLAND GLOBAL SERVICES

**Designation:** Technical Support Engineer

**Program:** Amazon voice English

**Period:** August 2nd 2019 – November 27<sup>th</sup> 2020

### RESPONSIBILITIES:

- To identify and resolve customer issues in timely and efficient manner.
- Provide phone, email, chat support portal to customers and partners.
- Provide all possible solutions to valuable customer in a friendly manner.

- Greeting customers ,improving engagement with merchandise and providing outstanding customer service.
- Manage critical customer issues and facilitate communication between customers.
- Share acquired skills with team members & understanding most technical concepts.
- Listen to customers. In order to give customers what they want ,you have to know what they want.
- Providing excellent customer service to satisfying an unhappy customer.
- Share acquired skills with team members & understanding most technical concepts.
- Play an important role in contributing to team performance metrics like Performance portal, AHT, FCR, CSAT.

## TECHNICAL SKILLS:

Enterprise Operating System : Windows Server 2016, 2012 (R2), 2008, 2007

Basic Knowledge : Office 365, Networking Basics.

## PERSONAL SKILLS:

Good communication along with technical skills to handle enterprise customers and product related issues. Ability to deal with people diplomatically and approach troubleshooting more pragmatically

## EDUCATIONAL PROFILE:

Qualification	Board/University	Year	Percentage/CGPA
B.E (Electronics and Communication Engineering)	DMI Engineering College (ANNA UNIVERSITY)	2015-2019	7.2
HSC	Little Flower Matriculation school	2014-2015	76%
SSLC	Pius X1 HSS	2013-2014	82%

## PASSPORT DETAILS:

- Passport No : S9947336
- Place of Issue : Madurai
- Date of Issue : 09/04/2019
- Date of Expiry : 10/10/2028

- Date of Birth : 08/07/1998

## PERSONAL INFORMATION:

Fathers Name : Mr. Kennedy.E  
Date of Birth : 08/07/1998  
Nationality : Indian  
Gender : Female  
Languages Known : English, Malayalam, Tamil

## DECLARATION:

I hereby declare that the details furnished above are true to my knowledge and belief.

Place: Dubai  
Date:

**KEJINMARY**