

## **CURRICULUM VITAE**

**Leena Rani. K**

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### **Career Objective**

Seeking a challenging position in an organization that enables me in utilizing my experience, organizational skills in achieving the organizational goals and helping me enhance overall efficiency of my previous experiences that contributes towards business excellence and takes me to a Senior Management Level.

### **Educational Qualification**

- **Diploma** in Handloom Technology from IIHT Karnataka
- **SSLC** from Padma Sarangapani Matriculation Hr.Sec School

### **Technical Skills**

- Type Writing : English Lower
- Operating System : Windows All

### **Experience**

- 1) Company : **Bebosoft ltd .**
- Designation : Customer support Executive (product support )
- Duration : May 2019 to Till Date

#### **Nature of Work:**

- 1) Attending the Phone calls and mails regarding the Queries
- 2) Quoting price to the Enquiry related to the software
- 3) Fixing appointment with the client for the software team to visit
- 4) Making note of complaints and queries and forwarding it to the concern team
- 5) Regular followups with the clients regarding to the performance software working and process

- 2) Company : **Watermelon communications FZ LLC.**
- Designation : Front Office Executive
- Duration : March 2018 to March 2019

**Nature of Work:**

- 6) Create a warm and welcoming environment at the front desk for all incoming members.
- 7) Promote positive guest relations by providing service-oriented and friendly care for clients & visitors with administrative and customer service concerns and inquires.
- 8) Operate telephone switchboard to answer, screen or forward calls, providing information, taking messages.
- 9) Manage cash, balance drawer, petty cash, maintain cash limits.
- 10) Help PR department in preparing the coverage reports.
- 11) Handle couriers.
- 12) Assist events team as per their requirement based on the upcoming events.
- 13) Help corporate gifting team

3) Company : **Groupon India Pvt. Limited.**  
Designation : Editorial Support Executive  
Duration : June 2015 to Jun 2017

**Nature of Work:**

- 1) Handling inbound emails and chats from the North American customers.
- 2) In charge of communicating process updates during the team huddle
- 3) Assisting Team Leader on the ad-hoc activities-(CSAT, FTR Mining), QA Auditing
- 4) In-charge of sending Team's end of the day Report
- 5) Was responsible for end to end editorial support for Groupon Merchants.
- 6) Alert Teamlead/ sales team on any error related to editorial and course correct it

4) Company : **SmarTek Consultancy Services**  
Designation : HR Executive  
Duration : December 2013 to May 2015

**Nature of Work:**

- 1) End to End Recruitment.
- 2) Sourcing resumes from various job portals, browsing / screening selecting the candidates, scheduling up the interviews, taking feedback's from the clients.
- 3) Understanding the complete Recruitment Life Cycle.

- 4) Ascertaining manpower requirements and screening and short listing resumes through job portals for sourcing quality candidates within the least time.
- 5) Negotiating salaries, collecting the documents and generating offer letter.
- 6) Updating new Joiner tracker, Maintaining MIS Reports.
- 7) Conducting Joining Formalities.
- 8) Maintaining file for each employee separately.
- 9) Initiating background verification for new joiners
- 10) B1 & H1 Visa processing
- 11) Employee Engagement Activities

5) Company : **Sutherland Global Services Pvt. Limited.**  
Designation : Customer Service Representative  
Duration : Feb 2007 to Dec 2007.

### **Achievements**

- Closure of 30 recruits in Smartek Consultancy Services.
- Selected as a Support Staff for Groupon.com Chat Pilot Process.
- State Champion in Shuttle-cork- Karnataka.
- Awarded for winning Dance Competition in Indian Railway.

### **Personal Description**

- Have 17 months of experience in HR Recruitment.
- Believing in 3D's of success (Determination, Dedication and Discipline).
- Enthusiastic in learning new concepts and to work in a team.
- Excellent Communication, Interpersonal, Leadership and Team Management skills.
- An effective team player with positive thinking.
- Decision-making, problem solving ability and establishing cooperative environment for employee participation.

### **Personal Profile**

Father's Name : Kumara Raja  
Date of Birth : 29<sup>th</sup> April 1987  
Marital Status : Married

Permanent Address : No 3, 2<sup>nd</sup> floor, Viswas Chikuram Flats,  
Aani Street, Virugambakkam  
Chennai – 600095.

**Declaration:**

I hereby declare that all of the above-furnished details are true to the best of my knowledge and belief. I will do my duties to the entire satisfaction in the event of being selected.

Signature,

**(LeenaRani K)**