



# Riji Mary Thomas

## Technical Support Executive

Efficient team member, diplomatic communicator and self motivated worker with decisive nature necessary to manage independent work. Experienced in coordinating documents, data entry and customer service.



rijimarythomas@gmail.com



+971504369104



Safiya Housing Colony, Al Shaab,  
Hor Al Anz, Dubai, UAE

## SKILLS

Positive attitude

Self motivated

Confident

Team Oriented

Well organised

Easily adapts

Friendly personality

Effective Communicator

Work well under  
pressure

Willingness to learn

## LANGUAGES

English



Hindi



## WORK EXPERIENCE

### Technical Support Executive

Net Trans Info Tech Pvt Ltd , Kakanad, Kerala, India

12/2017 – 02/2020

#### Responsibilities

- Technical Support with extensive experience in telecommunication , retail and customer service.
- Dealing with International customers (UK,US,Australia and Europe).
- Trouble shoots highly technical issues with ease and patience.
- Monitoring on VoIP switches.
- Dealing with vendors for all types of technical issues through Mail or Live chat.
- Opening tickets to track and document resolution of problems with our vendors as well as our customers.
- Build and maintain successful relationship with service providers, dealers and customers.
- Training new employees.
- Handling inbound calls and clearing customer issues with ease and patience.
- Telemarketing and sales.

Contact: Mr. Anoop Kumar-(HR Manager) – +918891791579

## AREA OF EXPERTISE

Computer knowledge: Conversant with Microsoft Office package

Programming languages: Core JAVA

Front End Web Development: HTML

Database: MySQL, SQL Server

Sales and marketing

Data Entry

Complaint resolution

## EDUCATION

### B.Tech in Electronics and Communication

Mahatma Gandhi University, Kottayam, Kerala, India

06/2012 – 05/2016

## ACHIEVEMENTS

Published the manuscript entitled Infrared Sensor based 3D Image Construction in International Research Journal of Engineering and Technology.