**CURICULUM VITAE**

**M.PRASATH**

3/26 madathu street,

Valmangalam,

 Nagapattinam district

Tamilnadu – 609 703

Mobile No : 9626329362

 7904682788 E.mail.ID: mprasathmaha@gmail.com

 **OBJECTIVE:**

To prove myself as a good professional through great commitment and performance and to work in organization that provides a challenging environment whereby, I can use my potential to the maximum extent.

**EDUCATIONAL** QUALFICATION

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course** | **Institution** | **Board/****University** | **Year of passing** | **Percentage** |
| B.C.A | R.V.S College of Arts and Science, Karaikal | Pondicherry university | 2014 | 51 |
| H.S.C | St. Mary’s Hr.Sec. School, Karaikal | State Board | 2010 | 47 |
| S.S.L.C | St. Mary’s Hr.Sec. School, Karaikal | State Board | 2008 | 58 |

**PROJECT DETAILS:**

 1. **Project. (BCA)**

- Image Recognition

- Java with Microsoft Access.

**AREA OF INTEREST:**

 - customer care

- customer handling

- showroom sales

* **TECHNICAL SKILLS:**
* MS Office, MS-Excel
* Ms outlook

**PROFESSIONAL EXPERIENCE:**

EXP 1.I have worked as a **help desk operator & mail room operator** in ford motor private ltd (GSH & AVON)[2016-2017]

* **Job role:-**
* Monitor and respond quickly to incoming requests
* receive employe complaint via phone call and mail
* assign Concern person and resolve complaints
* follow e-trackers raised by employe
* identify and escalate situations requiring urgent attention
* prepare activity reports
* Receive parts & documents
* Document verification (custom clearance)
* Data entry

EXP 2. I have worked as a **CUSTOMER CARE ASSOCIATE** in ASIAN PAINTS (RADIANT ENTERPRISES) (04-01-2018 to 21-08-2019).

* **Job role:-**

 - Attend walking customers

- Leads comes by

\* showroom walk-in customer,

\* online customer (central leads),

- explain the products

- Provide valid quotation

- understanding the customer requirements

- Order take from the customer

- Check product availability

- Place order to company

- cash handling

- colour visualizer

- colour consulting (colour ideas)

- customer handling

- focus on Customer satisfaction

**CO-CURRICULAR ACTIVITIES:**

 To attend one day technical workshop **“DYNAMIC IT DHOOM”** conducted by R.V.S college arts and science, Karaikal.

**SKILLS :**

1. Hard Working
2. Good Communication Skill
3. Sound Knowledge of Current Principles.
4. Ability to do and Co-ordinate the activates with others.
5. Ability to take responsibility.

**HOBBIES :**

* Social Work
* Reading Books
	+ s

**PERSONAL PROFILE:**

 Father’s Name - M.Mahalingam

 Date of Birth - 07.05.1992

` Marital Status - Unmarried

 Nationality - Indian

Gender - Male

Language Known - Tamil, English

Contact - 9626329362 /

 7904682788

**DECLARATION**

 I hereby declare that all the information furnished above is true to the best of my knowledge and belief.

Date : Yours faithfully,

Place:

 **(M.PRASATH)**