

SUDEESHNA RAGHAVAN

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Shree Apartment, sankalp nagari, flat
no 10, B wing, vikas nagar Dehuroad,
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OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

EXPERIENCE

Ceylon Infotech pvt

September 2012 - August 2013

Sr Telemarketing executive

I worked as TME(Tele marketing executive)

Within year got promoted to Sr TME.

Worked for US and Canada for computer tech support.

Trigensoft solution pvt

August 2014 - March 2016

Supervisor (tech support and other bpo process)

Worked as tech support for US and UK process.

I also worked for sales.

I use to audit and get the new Bpo projects.

Tech support work was all about giving services to the customers who had subscribed technical support for their computer.

F-tech Services pvt ltd

March 2016 - February 2019

Sr LGE

I worked for B2B and B2C as Sr LGE(lead generation executive)

I worked for US process

Tech Mahindra pvt ltd

June 2019 - January 2022

Sr Associate

I worked as Sr CS(customer service) for New Zealand for Vodafone broadband.

We use to help customers with complaints and question, give customers information about the product and the queries they have about the product.

By helping customers understand the product and answering questions about their Broadband connection and help them to get good services from us.

EDUCATION

St Jude high school

2009 to 2010

10th

Amrita Vidhyalayam

2010 to 2012

12th

Management school

2012 to 2015

Bba

SKILLS

Leadership Skills

Communication

Fast Learner

Computer Skills

Customer Service

Ability to Work in a Team

Ability to Work Under Pressure

Customer Service Skills

INTERESTS

Cooking delicious food

Singing

LANGUAGES

Hindi

Malayalam

Marathi

English

PERSONAL DETAILS

Date of Birth : 04/03/1992

Marital Status : Married

Nationality : Indian

ADDITIONAL INFORMATION

Passport no - VO891948