

 **PAZHANI**

**C/o 971503718643**

Pazhani.378064@2freemail.com

**Objective:**

 Seeking a position in an organization that provides me ample opportunity to explore & excel while carving out the niche for personal, professional as well as organizational goals.

**Career History:**

**Company Name :** KOCHAR Pvt Limited

**Designation :** Customer Service Associate

**Duration :** 26th july 2012 to 2013 september

**Roles and responsibilities:**

* Experience in customer support for Vodafone telecom industry.
* Providing support to corporate and retail customers in postpaid connection.
* Responsible for query, complaint and request from customer including follow-up and close looping.
* Making cold calls to customer for immediate resolution.
* Ability to work with minimum supervision in a busy environment.
* Providing full spectrum of service for customers who navigate both online or offline.
* Clarifying customer’s query in billing and network issue over email or phone.
* Achieving high standard customer’s satisfaction during adventuring into high performance.
* Faster reply to customer mails with minimum turnaround time.
* Supporting L2 in closing escalations in order to give resolution for customer.

**Company Name** : ALSTONE Limited

**Designation** : Sales Engineer

**Duration** : 15th December 2014 to 15th December 2015.

**Roles and responsibilities:**

* Market research and analysis.
* Experience in selling ACP Sheet products.
* Identifying potential dealers and demonstrating presentation about firm and its product.
* Prepare and deliver executive level presentations.
* Provide after-sales support to the dealers and end users.
* Supporting end user ACP Cladding.
* Identifying customer’s requirement.
* Conveying solution benefits to both business and technical audiences.
* Preparing reports for head office and senior managers.
* Maintaining existing, long-term relationships with customers.
* Strong time, project management and multi-tasking skills.
* Written and verbal communication skills.

**Qualification:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualification** | **Institute/University** | **Place of Study** | **Year of Passing** | **Percentage** |
| Msc(IT) | Annamalai University | Chidambaram, India. | Drop out |  Nil |
| HSC | RCT Hr Sec School. | Chidambaram, India. | 2007 | 54% |
| SSLC | Govt Hr Sec School. | TN, India. | 2004 | 60% |

 **Software Skill sets:**

* MS Office
* MS Excel, C++

**Personal Details:**

**Name**  : Pazhani

**Date of Birth** : 09th March 1989

**Nationality** : Indian

**Marital Status** : Single

**Availability** : Immediate

**Language** : English and Tamil

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

**Place: Dubai (UAE)**  **PAZHANI**