

ARPUTHA KANI.K.G

**Address: 999 Shri Colony, Behind Lions Club School, Thomas Colony, Mamurdi,
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Career Objective:

- ❖ To secure a challenging position in a reputable organization to expand my learning, knowledge, and skills.
- ❖ Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.
- ❖ Seeking an entry-level position to begin my career in a high-level professional environment.
- ❖ To secure employment with a reputable company, where I can utilize my skills and business studies background to the maximum.
- ❖ Seeking a challenging career.
- ❖ A highly organized and hard-working individual looking for a responsible position to gain practical experience.
- ❖ To make use of my interpersonal skills to achieve the goals of a company that focuses on customer satisfaction and customer experience

Professional Experience:

1. Organization: HCL, Chennai

Duration: May 2022 to Oct 2023

Designation : Process Associate

Roles and Responsibilities:

- Provided customer service and account management support services for Products.
- Handled incoming questions/queries from the clients and customers.
- Managed to solve their complaints regarding Product Services.
- Ensured timely follow up for Customer Feedback.
- Provided feedback of the customers to the management for improving the services.
- Resolved issues from customer reviews and took appropriate actions.

Degree	Year	Board/University	Specialization	Percentage	Class
S.Y.MBA	2023	Madras	Commerce	Appeared	Appeared
T.Y.B. Com	2021	Madras	Commerce	First Class	First Class
HSC	2018	Stateboard	Commerce	First Class	First Class
SSC	2016	Stateboard	Commerce	First Class	First Class

Technical Summary

Software Products	Tools
Operating Systems	1. Windows
Additional Qualification /Skills	1. Hardware, Networking and Team Management skills 2. MS Excel, PowerPoint, Word, MS Office 365. 3. Good English Typing Speed.

Personal Details :

Date of birth	26th July 2000
Gender	Female
Marital Status	Single
Languages known	English, Hindi and Tamil
Hobbies	Music, Playing Shuttle

Declaration:

I solemnly declare that all the above-mentioned information is correct to the best of my knowledge and belief.

Yours faithfully,

Arputha Kani K.G