

Sarah Manoj

Customer Support / Administration

✉ sarahmanoj19@gmail.com

☎ 091-994-549-9457

📍 RT Nagar Bengaluru, Karnataka, 560032

CAREER OBJECTIVE

Efficient Psychology major (6.5 GPA) currently attending Lal Bahadur Shastri Government First Grade College, with 3+ years of work experience. Aiming to leverage a proven knowledge of back office operations, customer service, and executive support skills to successfully fill the Customer Support / Administration role at your company. Frequently praised as hard-working by my peers, I can be relied upon to help your company achieve its goals.

EXPERIENCE

Customer Service / HR / Admin

Thattva Innovations Pvt Ltd, Bengaluru, Karnataka / Aug 2015 - Aug 2018

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Refer unresolved customer grievances to designated departments for further investigation.
- Explain company personnel policies, benefits, and procedures to employees or job applicants.
- Process, verify, and maintain personnel related documentation, including staffing, recruitment, training, grievances, performance evaluations, classifications, and employee leaves of absence.
- Process and review employment applications to evaluate qualifications or eligibility of applicants.
- Arrange for advertising or posting of job vacancies, and notify eligible workers of position availability.
- Select applicants meeting specified job requirements and refer them to hiring personnel.
- Plan and conduct new employee orientation to foster positive attitude toward organizational objectives.
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
- Complete forms in accordance with company procedures.
- Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions.
- Compose, type, and distribute meeting notes, routine correspondence, and reports.
- Manage projects or contribute to committee or team work.

EDUCATION

Lal Bahadur Shastri Government First Grade
College

GPA: 6.5

Bengaluru, Karnataka

Bachelor of Arts (B.A.) Psychology Candidate

(Expected graduation Aug 2021)

Relevant Coursework

- Basic Computer Course

Mount Carmel College
Bengaluru, Karnataka

PUC Commerce

ADDITIONAL SKILLS

English, Hindi &
Kannada - Business
level speaking, reading
& writing.

Believe in team work
and motivating each
other.

ADDITIONAL INFORMATION

DOB : 19.01.1996