



CHITHRA KARTHIC KANNAN

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No 6/13 plot no 14,
Mohanapuri 11th street,
Adambakkam,
Chennai-600081

Career Summary

A highly resourceful, flexible, innovative, and enthusiastic individual who possesses a considerable amount of knowledge regarding administrative and office procedures. A quick learner who can absorb new ideas and is experienced in coordinating, planning and organizing a wide range of administrative activities. Well organized and an excellent team player with a proven ability to work proactively in a complex and busy office environment.

Work Experience

Bharat Matrimony Pvt Ltd

03rd Sep 2019 – 16 sep 2021

Working as **Senior Customer support Executive** for Matrimony.

- Responsible for making inbound & outbound calls and regular follow up on leads generation.
- Selling Membership over the phone.
- Explaining the product features in detail and how to use the packages
- Understanding customer requirements and encouraging them to upgrade/renew the matrimony packages.
- Providing the right customer experience.
- Manage large amounts of incoming phone calls
- Follow communication procedures, guidelines and policies
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Provide accurate, valid and complete information by using the right methods/tools

- Take the extra mile to engage customers

Pillar mind Technologies Pvt.,

17th May 2017 - 10TH Aug 2019

Working as **Team Lead** for **Super Swift general trading UAE & Real Net technology Trading LLC.**

- Maintain good relationship with all other Traders in UAE market.
- Set monthly and daily sales goals for outbound call team according to company objectives.
- Ensured script was always followed by team members on call.
- Handling International (**UNITED ARABIC EMIRATES**) calls.
- Businesses prospecting of complete range of products.
- Preparing quotation for customer enquiries
- Prepare a consolidate report overall product margin
- Ensure territorial growth/development for increasing sales volumes.
- A self starter with entrepreneurial management skills having good knowledge of qualitative experience in sales, marketing and business development in the UAE markets.
- An excellent planner with proven abilities in accelerating growth, generating customer loyalty levels and serving Retail and corporate sector customers effectively.
- Report Generating of Purchase Invoice, Purchase order from ERP Software.
- Maintaining relationships with existing customers through regular visits
- Establish and maintain business relations and generate new business.
- Ensure high level of consumer satisfaction by building and maintaining good relationship with potential customers.
- Verifying the documents and submitting with 100% success ratio
- Initiate and close deals.

Movemax system Logistics Pvt.,

20th June 2016 - 01st April 2017

Working as **Executive** for Movemax systems Logistics Pvt Ltd.

- Handling Domestic/International calls.
- Supporting Import/Export documents
- Scheduling and delegating administrative tasks.
- Attending day-to-day queries and requirements from internal customers and solving the issues then and there with the help of Service Providers.
- Handling the issuance of Movemax ID cards to large number of associates for all Chennai, Mumbai, and Bangalore locations.
- Taking care of mail room operation at our facility.
- Coordinating for events, client visit arrangements.
- Handling requests for information and data.
- Checking stationary levels and ordering new supplies.
- Acting as info-hub for providing administration related information and supervising administrative activities like general admin, verification of stationery stock, petty cash, courier, pest control, housekeeping, etc.
- Ensuring office procedures and systems operate efficiently.

Salcomp Manufacturing India Pvt.,

07th November 2014

Role: Line Leader

Project: SLIM

Responsibilities:

- Team Leader for the SLIM(Salcomp Lean Initiative for Manufacturing) project which as followed by TPS(Toyota Production System)
- Being a Line Leader, to train the operators for an operation.
- Resolving the issues posted by the operators
- Ensure the good throughput on the respective subject
- Maintained documentation for 200 employees.
- Having excellent knowledge in MS-office.
- To form a KAIZEN/SGA Team for resolve the issues in Process
- Good a knowledge in VSM(Value Stream Mapping)Preparation
- To take Basic classes for new employees who are not having the Job knowledge
- To maintain 200 employees skill level ,process handling, Product handling, Cycle time &Takt time management
- Have a good knowledge in MMS(Micro Motion Study) for Transformer process
- To follow a lean concept and monitor how their followed in the working stage
- Monitor the 5s concept in working stage
- Maintain & monitor the quality level of the product
- Good Knowledge in IQC(Incoming Quality Control),VPQCT(Volume Product Quality Control),PQC(Process Quality Control),FQA(Final Quality Assurance) Process Sound knowledge in PCB components.

- Prepare monthly & Weekly Report for Production KPI(Key Performance Indicator)
- To encourage the operator for Achieving the target as per the Production Plan
- To monitor the status of the new model transformers(SBR)
- Work with the CIP Projects.
- Monitor the status of production KPI.
- Highlight the product issues from production floor
- Take immediate action for the issues posted by the operator.

Achievements:

Work with cost saving project for productivity.
Best suggestion award for 5s & KAIZEN.

Educational Qualification

- B.E in Electronics and Communication Engineering(2010-2014) under Anna University (Thirumalai Engineering College) with 7.51 CGPA
- Higher Secondary (2010) with 75.08% aggregate under Govt.Girls.Hr.Sec.School.
- SSLC (2008) with 88.4% aggregate under Govt.Girls.Hr.Sec.School.

Technical Knowledge

- Optical Fiber Communication,
- VLSI, Embedded systems
- Strong Knowledge in MS- Office tools.
- Having Knowledge in ERP Software.

Inplant Training

- Organization : Kaashiv InfoTech.
- Training Duration : 5days.
- Training on : Embedded System

Project:

- Title : Fiber Fault Localization Technology in TDM-PON Network.
- Domain : Optical Fiber Communication.
- Center : Bharat Sanchar Nigam Limited, Chennai.

Software-Exposure:

Operating System : MS-DOS, Win 9X/2000/XP
Office Suites : MS-Office, CCNA

Certification:

- Certified on Managing Interconnected Network devices in NIIT.

- GET certified on Salcomp Manufacturing India Pvt.,

Key skills and Competencies

- Punctual and reliable.
- Excellent working knowledge of all Microsoft packages.
- Ability to maintain confidentiality.
- Able to work as part of a team.
- Proactive and assertive.
- Flexible and approachable.

Extra Curricular Activities:

- Participated work shop on Cypress semiconductor in College of Engineering, Guindy.
- Participated National level Technical Symposium in GKM College of engineering and technology.
- Participated National level Workshop on FDP on Optical Fiber Communication in ST.JOSEPH College of engineering.
- Participated Campus Recruitment Training on T.I.M.E pvt Ltd.
- Presented the Paper in National Conference on " Emerging Trends in VLSI and Wireless Communication [NCLETVWC'14]"

Personal Profile

Name	:	P.Chithra.
Spouse Name	:	T.Karthic Kannan.
Date of Birth	:	17 May 1993.
Sex	:	Female.
Marital Status	:	Married
Nationality	:	Indian
Language Known	:	English and Tamil.

Mobile : 7550124208/7550249157

Declaration

I consider myself familiar with job Aspects. I hereby declare that information furnished above is true to the best of my knowledge. I am also confident of my ability to work in a team.

Date:

Place: Chennai

(CHITHRA P)