

ARAVINDHAN MUTHUMANI

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OBJECTIVE

A progressive professional with around 4 years of experience in business process outsourcing for Multinational BPT and Domestic BPO companies, looking for a challenging role in your esteemed organization.

EXPERIENCE

- **Teleperformance**

Sep 2018 - Until now

Sr. Customer Care Executive

Managing a team of representatives offering customer support.

Overseeing the customer service process.

Resolving customer complaints brought to your attention.

Monitoring the work of individual representatives and of the team.

Possessing excellent product knowledge to enhance customer support.

Maintaining a pleasant working environment for your team.

- **Source HOV**

Nov 2017 - Aug 2018

Junior Processor

Involved in checking and customizing the documents.

Responsible for alignment of the documents.

Involved in medical billing review of the document (as per the bill image).

Mainly we will complete the final test of the customer's personal details and then send the document to the customer.

- **K7 Constructions**

Aug 2015 - Jan 2017

Supervisor

To communicate organizational needs, oversee employees performance, provide guidance, support, identify development needs, and manage the reciprocal relationship between staff and the organization so that each is successful.

- **Shree Lakshmi Industries**

Aug 2014 - Jul 2015

Machine Operator

Manage computer numeric controlled (CNC) equipment from setup to operation, producing parts and tools from different resources including metal and plastic. They're tasked with monitoring machinery, inspecting finished products, and leading test runs.

EDUCATION

- **Batchelor of Engineering**

2014

EGS Pillay Engineering College

- **Higher secondary school**

2010

Kalyanasundaram Higher Secondary School

74.5%

- **SSLC**

2008

Kalyanasundaram Higher Secondary School

85.8%

- **Alagappa University**
Currently pursuing
Batchelor of Science (Computer science)

SKILLS

- MS Office
- Windows Packages
- C Language
- HTML5

STRENGTH

- Adaptable to new environments.
- Committed to my work and determined.
- Mingle with team work
- Hard-working towards the achieving the goal.

LANGUAGE

- English
- Tamil

HOBBIES

- Watching movies
- Reading books
- Surfing internet



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