

VIGNESH.TN

Senior Team Lead - Web Support



8 Years 8 Months



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com

Profile Summary

With an impressive 8+years experience with track record in managing end-to-end website operations and strong customer service, web research and multitasking skills. Skilled in Microsoft Office. Successful track record of exceeding performance targets and client requirements.

Education

BCA, 2017

Bharathiar University, Coimbatore

DIT, 2011

SNGPC, Coimbatore

Work Experience

Jan 2016 - Present

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Recruitmentexchange Resourcing Zone

Gotogulf Website

Roles and Responsibilities :

- Overseeing complete website operations for Gotogulf
- Effectively managing a team
- Delivering superior customer service
- Facilitating team huddles for smoother operations
- Coordinating with team members for robust business development
- Posting jobs daily, ensuring the website is up-to-date
- Activating premium membership candidate accounts to expand client base
- Dealing with approximately 70 to 100 emails daily, ensuring timely response
- Liaising with recruiters, processing their feedback for service improvement

Key skills

- Communication Skill
- Pressure Handling
- Customer Service
- Problem Solver
- Leadership Skills
- Strategic Planning
- Outlook Configuration
- Time Management Skills
- Administrative experience
- Teamwork
- Fast Learner
- Team Management

Tool Known

- MS Office, Outlook, Razorpay, Paypal, 2Co

Hobbies

- Creating Videos
- Editing Photos
- Listening Music

Languages

- English

- Tamil
- Hindi
- Malayalam



Extra curricular

Playing Cricket, Badminton, Football,
Youtube Content Creating

- Handling inquiries through social media channels
- Sharing job offers on various social media accounts to maximize visibility
- Overseeing all administrative tasks within the organization.

May 2014 - Jan 2015

Customer Care Executive Officer

Eagle Fleet Services

- 2 Years experience in customer service

May 2011 - Apr 2014

Login Verifier - Field Coordinator

Meglio Technologies Private Ltd

- 3 Years experience in telesales selling insurance product and logging entire center files.
- Managing center team leader and field coordinators



Certification

- Certified MS Excel beginner to Expert