

## 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



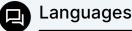
Tool Known

MS Office, Outlook, Razorpay, Paypal, 2Co



## Hobbies

- Creating Videos
- Editing Photos
- Listening Music



English

# VIGNESH.TN

## Senior Team Lead - Web Support



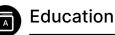
(+91) 9597799224



## E

## 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.



## BCA, 2017

Bharathiar University, Coimbatore

DIT, 2011

**SNGPC**, Coimbatore



## Work Experience

## Jan 2016 - Present

Senior Team Lead - Web Support

**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

- Tamil
- Hindi
- Malayalam



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



• Certified MS Excel beginner to Expert