Swetha Nagarajan

Avinashi, Tiruppur

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in https://www.linkedin.com/in/swetha-n-11487a1ab/

SUMMERY

Highly organized and detail-oriented customer support professional with a passion for providing excellent customer service. Experienced in problem solving and troubleshooting to ensure customer satisfaction.

EDUCATION

Graduation: B.E. (Computer Science and Engineering) In Tamilnadu College of Engineering, Coimbatore with Score 6.50/10 in July 2020.

Class XII: State Board of Tamilnadu With 64.2% in 2016.

Class X: State Board of Tamil Nadu With 84% in 2014.

PROJECT DETAILS

Project Title: E-commerce Website for Visually Impaired People

Technics Used: Deep Learning, HTML, CSS

WORKSHOP & TRAINING

- Participated in Workshop on Game Hack at Dr.NGB institute of Technology.
- Participated in ChatBot Paper Presentation in a National Level Symposium at Karpagam Academic of Higher Education.

EXPERIENCE

S.P. Apperals Pvt. Ltd.,   2021 to 2022

Designation: Quality Controller

- Monitored manufacturing processes to ensure adherence to quality standards.
- Inspected products to identify defects and ensure compliance with specifications.
- Analysed quality data to identify trends and areas for improvement.

- Collaborated with production teams to implement quality improvements.

Marvas Infotech   2023(9 month)

    Designation: Data Entry Associate

- Automated the manual data reconciliation process between the different sources, increasing the data accuracy and efficiency by 90%
- Perform data collection and a variety of statistical analyses using Microsoft Excel.
- Collected and cleaned large datasets for analysis.

Supreme Mobiles (1 year)

    Designation: Chat Support Executive

- Maintain a high level of customer service
- Respond to customer inquiries in a timely manner
- Handle customer complaints to coordinate customer service activities with other departments Resolve customer conflicts
- Follow up with customers to ensure satisfaction
- Handle customer call to resolve customer complaints

TECHNICAL SKILLS

    Programming Skills: SQL, Php, Python, C++, HTML

    Other Skills: Microsoft Excel, Word, Database

SOFT SKILLS

- ➢ Time Management

- ➢ Typing Speed

- ➢ Critical Thinking

- ➢ Problem Solving

    Languages Known: Tamil, English

DECLARATION

    I heard by certified that the above given data are true and correct to the best of my knowledge and belief.