**R.VALARMATHI** Email ID: Valarmathi,be.ece@gmail.com

No: 33, Thiruvalluvar street Mobile No**: 9094608743**

Redhills :

Chennai-52.

**Career Objective:**

To pursue a dynamic and a challenging career in an organization that offers a

Creative and challenging work environment, together with job satisfaction and steady–based

Professional growth.

## Educational Qualification:

## 2008-2012: B.E. in Electronics and communication engineering at Sakthi mariamman Engineering College with 7.55 of CGPA.

* 2008: Completed Higher Secondary schooling at St. Anne’s girls Higher Secondary School, Chennai under Matriculation Board with **84%**
* 2006: Completed SSLC at KBC Govt girls higher sec school, chennai under State board with 82 %

**Technical Skills:**

* An ability to assess each customer/employee's IT knowledge levels
* Ability to deal with difficult callers
* Logical thinker
* Good analytical and problem solving skills
* Up-to-date technical knowledge
* An in understanding of the software and equipment your customers/employees are using
* Good interpersonal and customer care skills
* Good accurate records keeping
* Understanding Customer Satisfaction
* Telephone communication skills

**Work Experience**:

* Currently working in **Randstand India Pvt Ltd** as **Logistics Assistant** from Jan 2017 to till.

**Job Responsibilities:**

* Billing process for all logistics related bills – Both Import & Export
* Documentation of reports – Both Import & Export
* Payment Analysis of all Supplier bills
* Archiving process
* Shipment followup with CHA for clearance process.

**Work Experience**:

* Currently Working in **Info services**, As **IT Helpdesk** in IBM project (Michelin site) From July-2014 to Dec 2017.

**Job Responsibilities:**

* Working with customers/employees to identify computer problems and advising on the solution
* Logging and keeping records of customer/employee queries
* Analyzing call logs so you can spot common trends and underlying problems
* Updating self-help documents so customers/employees can try to fix problems themselves

**Work Experience**:

* Currently Working in **Galaxy Office automation Pvt ltd** as **Call Co-coordinator** from April 2013 to April 2014.

**Job Responsibilities:**

* Highly skilled in responding to tickets generated by users in a timely manner
* Track record with working with end users
* Hands on experience in responding, tracking and following up to telephone, emails and end user requests for the support.

**Strength:**

* Self-Motivation.
* Hard Work with Confident
* More Practical
* Adopt to any kind of Situation
* Confident in achieving a task

**Personal Details:**

 Name     : R.Valarmathi

 Father’s Name : K.Rajathiraviam

 Nationality    : Indian

 Date of Birth   : 16/04/1991

 Marital Status  : Married

 Language known   : English, Tamil.

 Permanent Address:No.33, Thiruvalluvar Street, Redhills, Chennai - 600052

I hereby declare the above information is true and honest with my

knowledge.

 Yours Sincerely

Place:

Date: (**R.VALARMATHI**)