**VISHNUSHUNMUGAPRIYAN.S**

No.19,Muthamman Nagar, Ayanavaram, Chennai-600023

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**OBJECTIVE:**

To look for new frontier that challenges my professional and intellectual ability and continually to excel and make career in the industry.

**PROFESSIONAL EXPERIENCE:**

Company Name: Teleperformance Pvt Ltd

Designation : Senior Customer Service Executive

Period : January 2016 – February 2021 (5 Years and 1 Month)

**ROLES & RESPONSIBILITIES**:

* Responsibility is to support the customer and client through Mail & Call
* Providing a accurate information what they need to know about the particular issue
* Responsible for making them clear and explaining briefly
* Resolve issues with banking services and accounts.
* Manage customer bank accounts; open, close and oversee transactions.
* Assessing and reviewing financial circumstances
* Processing payments and withdrawals
* Authorising and evaluating overdrafts and loans
* Maintaining statistical and financial records
* Dealing with complaints
* Submitting reports: Login Adherence, Break tracker and Escalation.

Company Name: V.S.Technopark

Designation : Hardware Engineer

Period : June 2014 –September 2015 (1 Years and 3 Month)

**ROLES & RESPONSIBILITIES**:

* Installing OS like Windows Xp, 7, 8, 8.1& 10.
* Troubleshoot hardware and software complaints
* Integrate components into the final design and evaluate the effectiveness of the design and change if necessary.
* Identify and isolate defects.
* Build, test and modify product prototype.
* Troubleshoot network related problems
* Overseeing manufacturing process of hardware components

**ACADEMIC CRENDENTIALS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **COURSE** | **INSTITUTION** | **YEAR OF PASSING** | **PERCENTAGE OF MARKS** |
| B.TECH (EEE) | Bharathiyar College Of Engineering And Technology, Karaikal | 2014 | CGPA  6.91 |
| HSC | Thanthai Periyar Govt. Higher Secondary School, Karaikal | 2010 | 65.42 |
| SSLC | Karaikal Ammaiyar High School,  Karaikal | 2008 | 82.2 |

# TECHNICAL PURVIEW

* Packages : MS Excel, Word.
* Operating System : Windows Xp,7,8,8.1.
* Language known : Basics of C, C++, Java.

**AREA OF INTEREST**

* Technical support either Voice or Non Voice
* Computer Hardware and software maintenances

# WORKSHOP

* Attended 3 month course on “**HARDWARE MAINTENANCE & ASSEMBLING COURSE”** conducted by GANDHI INSTITUTE OF COMPUTER EDUCATION & INFORMATION TECHONOLOGY, Karaikal
* Attended 23 days workshop on “**ENHANCING SOFTSKILL AND TECHNICAL SKILL”** by **NASCOM** at BCET, Karaikal.

# personal traits

* Good Leadership qualities.
* Self-Motivated.
* Analytical thinking with good problem-solving abilities.
* Ability to work to a strict deadline.
* Attention
* Willing to upgrade and learn new things.
* People management.

# HOBBIES

* Playing Games.
* Meditation.

**PERSONAL INFORMATION**

Father’s name : Somasundaram.P

Mother’s name : Malarvizhi.S

Date of birth : 24-05-1993

Gender : Male

Religion : Hindu

Language fluency : Tamil, English.

**PASSPORT DETAILS**

Passport Number : M2172891

Expiry Date : 11/09/2024

**DECLARATION**

I assure that the above information is true and I will prove to be worthy of yourconfidence and satisfaction.

Place :Chennai Yours faithfully,

Date :

**(S.Vishnu Shunmuga Priyan)**