CURRICULUM VITAE

Aruna Balachandar

\# F1 ,Plot no 1, Rajarajeshwari Street
MMDANagar,Chitlapakkam,
Chennai-600064.
E-mail id :saiaruna007@gmail.com
Contact No: **+8939759795**

CAREER OBJECTIVE:

To become a dedicated, efficient resource of an Organization that will offer scope to utilize my knowledge and skill thereby offering services for the success and growth of the Organization.

Career Recital

January 2019 Joined as Quality assurance associate in Amazon – Kandanchavdy.

Since October 2018 Technical support engineer – (CSS CORP) Chennai

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Key Result Areas:

Tasks: (Amazon)

- Perform quick, visual reviews of print book files based on specifications and training
- Perform repetitive tasks that will require the individual to make judgment-based decisions based on guidelines provided in the standard operating procedures (SOPs)

Operations

Roles & Responsibilities

Amazon

1.Compare each task against specifications outlined in SOPs

2.Within general workflow guidelines, work autonomously to meet targets.

3.Responsible for final file quality and should be able to accurately determine whether something passes or fails according to specifications, have strong attention to detail, and the ability to adapt to updated instructions.

4.Effectively communicate questions to Quality Assurance Specialists and Quality Assurance Leads.

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5.Responsible to meet deadlines in a fast-paced work environment driven by software systems and processes.

6. Record data based on daily work using Excel.

(CSS CORP)

1.Technical voice supporter , used to provide on call resolution
2. Used to handle Email & chat request support ticket created by customers and provide proper resolution regarding technical ,Purchasing , networking & installation queries

Client Servicing

- Building and maintaining healthy business relations with customer, enhancing customer satisfaction matrices by achieving delivery & service quality norms.
- Supervising customer service operations for rendering and achieving quality services; providing first line customer support by answering queries and resolving their issues, ensuring minimum turn around time
- Assessing feedback, evaluating areas of improvements and providing measures for improvements.

EDUCATIONAL QUALIFICATION:

S.NO	Course	Board/ University	Institution	Aggregate	Year of Passing
1.	B.E(Electronics andcommunication)	Anna university	Agni college of technology	7.67	2016
2.	12th	Alagappa schools	Matric	84	2012
3.	10th	Alagappa schools	Matric	87	2010

PERSONALITY TRAITS:

- Excellent Communication Skills
- Excellent Time management

ACHIEVEMENT & CERTIFICATION:

1.Awarded as a finest technician in the project

2.Efficiently handled customers & received appreciations.

3.Acknowledgement received from the management team in the form of promotion.

SQL KNOWLEDGE

1.Have a good knowledge about RDBMS SQL queries related to data analysis as per client requirements.

2.Hands on experienced in data programming using SQL

PERSONAL PROFILE:

Name   : Aruna Balachandar

Father's name   : Balachandar D

Sex   : Female

Date of birth   : 15/12/1994

Age   : 25 years

Languages known   : Tamil and English

Nationality   :Indian

DECLARATION:

I hereby declare that all the above information is true to best of my knowledge.

Date:

Aruna .B

Place: Chennai - 600064