

SHERIN THOMAS

Challuvelil (House), Kuttaparamba (PO),Kannur(Dist) Kerala, PIN 670571

Contact No: +919496148740

E-mail id: sherinthomas740@gmail.com



CAREER OBJECTIVE:

Seeking responsibility and challenging opportunity that would utilize and encourage my abilities through dedicated hard work and resources of the company to achieve combined growth.

PROFESSIONAL SUMMARY:

Technical Support Executivewith a demonstrated commitment to providing incredible service for the past 2 years. Strong communication skills that allow me to listen to a customer's problem and suggest acceptable solutions. Quick and thorough decision maker with the ability to resolve customer concerns while keeping everyone satisfied. Dedication to keeping my skills and knowledge up to speed by learning new computer software, working with innovative customer service approaches and being part of a team of knowledgeable colleagues.

WORK EXPERIENCE:

GreenAdsGlobal PvtLtd, Cochin, India

Technical Support Executive, 3/2017 to Present

- Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions.
- Responsible for evaluating the company's customer service policies and increasing customer satisfaction.
- Responsible for identifying Errors in customer Panel
- Commended for initiative, persuasiveness, intense customer focus and dependability in performance evaluations.

PROFESSIONAL CERTIFICATIONS:

- Certified in **Digital Marketing** from Digital ProSchool with Specialization in Search Engine Optimization (SEO), Search Engine Marketing (SEM) and Social Media Marketing (SMM).

SKILLS:

- Capable of handling a variety of disputes and facilitating quick and efficient resolutions over the phone.
- Proven ability to multitask and use multiple phones and other technical devices while providing exceptional customer service.
- Proficient understanding of Microsoft Word, Excel, Access, and the internet. Basic knowledge of common office electronics.
- Capable of entering data while remaining online with several customers at once.
- Strong verbal communication skills allow for the fostering of strong bonds with customers during all interactions.
- Ability to Handle Surprises
- Willingness to Learn
- Knowledge in Windows and Linux OS
- Knowledge in MS Office Products
- Familiar with HTML, SQL database queries, Asp.net, Java, C, C++, PHP, SQL, JavaScript, jQuery, Ajax, CodeIgniter

ACADEMIC QUALIFICATIONS:

- **SSLC** from Board of Public Examinations, Kerala in 2011 with **78%**
- **HSC** from Board of Higher Secondary Examination, Kerala in 2013 with **73%**
- **BCA** degree from Kannur University with **66%** in the year 2016.
- **MBA** master degree (Human Resource) from Bharathiar University with 57% in the year 2019.

PERSONAL DETAILS:

Father's Name: Mr. Thomas

Date of Birth: 6th November 1995

Gender: Female

Nationality: Indian

Languages known: Malayalam and English

Other interests: Travelling, Net Surfing, Listening Music

DECLARATION:

I hereby declare that all the above details are true and correct to the best of my knowledge.

Place: Kannur

Sherin Thomas

Date: