



SURYA RAJAN

PROFILE SUMMARY

Resourceful Professional offering a history of success coordinating and monitoring operations across various departments. Effective leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency. Highly committed with hardworking mentality to maintain quality of services and products.

WORK EXPERIENCE

Associate CS-Internet

Sutherland Global Services, Kochi, Kerala

Jan 2019 - Feb 2022

Duties and Responsibilities:

- Replying to the queries from customers through the IVA system.
- Attending training sessions to grow knowledge of products and to develop customer service skills.
- Identifying customer needs.
- Forwarding and escalating inquiries to relevant individuals and departments.
- Providing outstanding customer service.
- Updating customer information as required.
- Maintaining confidentiality of information.
- Performing other duties as the need arises.

SOFTWARE PROFICIENCY

- **MS Office**
Word | Excel | PowerPoint

CONTACT ME

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✉ sooryarajan094@gmail.com

📍 Palakkad, Kerala

PERSONAL INFO

Nationality : Indian
Gender : Female
Marital Status : Single
Date of Birth : 11/09/1994

KEY SKILLS

- Redirect monitoring
- Keyword optimization
- Strategic planning
- Cultural Awareness
- Excellent Communication
- Critical Thinking
- Decision Making
- Self-Motivated
- Data Entry

AREA OF INTEREST

- HR Executive

LANGUAGES KNOWN

- **Malayalam**
Native or bilingual proficiency
- **English**
Full Professional Proficiency
- **Tamil**
Limited Working Proficiency
- **Hindi**
Limited Working Proficiency

HOBBIES & INTERESTS

- Reading
- Cooking

STRENGTHS & QUALITIES

- Caring about other people.
- Collaborating and working well together with others.
- Comforting people when they need it.
- Conflict management and resolution skills.
- Encouraging and inspiring people to do their best.
- Flexibility in thinking and operating style.
- Humor and lightheartedness.
- Inspiring and motivating others to active greatness.
- Patience when dealing with others.

PARTICIPATION & AWARDS

- Participated in various Inter College Meets.
- Active Member in Marketing Mella in Nehru Institute of IT and Management.
- Participated in ENTREPRENEURSHIP AWARENESS CAMP sponsored by NSTEDB.
- Participated in Career intensive training program by KEY MIND SOLUTIONS at NASC.
- Award for Best Employee.

ACADEMIC QUALIFICATION

- **MBA in HR and Finance** (2016 - 2018)
Nehru Institute of IT and Management, Coimbatore, TamilNadu, Kerala
- **BSc Computer Science** (2013 - 2016)
Nehru Arts and Science College , Coimbatore, TamilNadu, Kerala

ACADEMIC PROJECT

- Effective Welfare Measures Of Non-Managerial Employees KAMCO Ltd. Kanjikode on the duration of 2018 February to April .

INTERNSHIP

- 30 days of Internship in Gasha Steels Pvt. Ltd. Kanjikode, Kerala on the duration of 2017 June 1 to June 30.

DECLARATION

I hereby declare that the above-written particulars are true and correct to the best of my knowledge and belief.

SURYA RAJAN