**RESUME**

A. Leslie Devadoss

NO. 2, 1st street, SBI staff colony, Arumbakkam, Chennai – 600106

Ph: 9791074579

**Objectives**

To contribute my skills and knowledge to the fullest possible, in order to make a difference to the process and the company. I desire to obtain a career with growth potential.

**Skills summary**

• Excellent communication skills, confident and energetic.

• Working proficiency in MS-Excel, Ms-Word, Ms-PowerPoint, SAP, CRM, Salesforce, Citrix etc.

• Can deliver information, instructions and feedbacks effectively in both one and one and group sessions.

• Easily adaptable to latest technologies, new implementations and changes in work methodology.

• Self motivated and can motivate others.

**EXPERIENCE**

**Something Fishy Seafoods**

**Designation: Business Development Manager**  I was doing Social Media Marketing and lead generation for small scale business startups through Facebook, Instagram, Youtube and taking care of customer service, revenue generation & sales strategy report.

**Dec -2019 - Jan 2023**

**Bumsa Talent Solutions** (Purestaffing solutions)

Designation : Senior Recruiter

Job Description : Worked with Canadian recruitment services. Hiring candidates for top manufacturing industries includes food, automotive and highspeed packaging industries. Calling potential candidates and scheduling them for interview with top clients by keeping them in a pipeline.

Duration of work : **October 2018 - October 2019**

**Tata Business Support Services**

Designation : CustomerCare Executive

Job Description : Providing excellent customer service to Beachbody customers on refunds and replacement for exercise DVD sales by answering to customer's query via chat and email to resolve the website & fitness programs.

Duration of work : **April 2015 – June 2016**

**Sutherland Global Services**

**Designation : Consultant**

Joined Sutherland with **Amazon.com** process for live chat and e-mail support as a consultant in customer support for 3 months and I was moved to **INTUIT Turbo Tax** software process for live chat and phone support as a tax consultant in sales and billing department, once the tax season got over moved to

**AT&T Uverse** as a semi-technical support. Troubleshooting TV, phone and Internet issue.

Duration of Work : **Oct 2013 - Apr 2015**

**Times Of India (TOI)**

DSP Supervisor for India south region **DEC 2011 to OCT 2013**

Job Description:

• Worked for The **Times of India** in an outsourced employment under Services Unlimited payroll as Supervisor in CRM

• Customer Relationship Management through email support, for new subscriptions, renewal, complaints resolution, and queries relating to subscriptions.

• Responsible for Stock control (order for missuance, pending tracker & reports)

• Addressing to mailer responses, sending renewal Cheques to the sales team and updating the same through mail.

• Escalating high priority issues to concerned department.

• Collating customer complaint data and disbursing them to the respective executives for due redressal.

• Addressing direct customer walk-in.

• Updating in SAP for each customer issues.

• Taking care of courier dispatch for the department.

• Updating Address change requests, and intimating to dealers of the same.

• Supervising the Inbound telecalling team.

**Education**

Course & Institution Year of passing

B.Com

Pachaiyappa’s college for men chetpet. Chennai **2011**

H.S.C

Wesley Hr.Sec school, Royapettah **2008**

S.S.L.C

St.Anothony’s Anglo Indian high school, Egmore **2006**

**Extra Curricular Activities**

* Lean Six sigma - White belt
* British council English test Written and spoken - B1 Intermediate
* Amcat Certification
* Pearson Certification
* Project Management essential Certificate
* Berlitz B1 Certified
* Won prize and certificate in arts & craft.
* Won places in athletics in school

**Personal Details:**

Languages known : Tamil, English, Hindi

Email : starboyles@protonmail.com

**Declaration**:

I certify that information provided by me in this application is correct and complete to the best of my knowledge.

* Willing to relocate

 Date: Place:

 (A. Leslie Devadoss)