

SREEJITH S R

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Career Objective:

To work in an environment where creativity is combined with objectivity and results in productivity where my goals are achieved. I am keen in upgrading professional skills and learn people management effectively. Want to build a good professional career, to be a best person in supporting the organization to grow.

Educational Details

- Professional Diploma in Logistics & Supply chain Management
- 12th NIOS ,CRPF palipuram
- 10th in SSVP EMS ,Trivandrum

Professional Experience details:

- Work with KARVY DIGIKONNECT , Bangalore as CEE & later promoted as SME Operations
- Work with CDI, Bangalore as Team leader
- Work with COGENT eservices Mangalore as Team leader
- Work with Octets as Team leader in sale , service and escalation.

Key Achievements:

- Successfully helped in achieving the client set QUALITY & ISAT targets.
- Successfully helped in reducing repeat by finding pain areas in the process.
- Cross skilling the agents to minimize revenue leakage with no impact in client defined targets.
- Spear heading Bottom 20% Agents performance management program.
- Introduced Soft skill Training for the ON JOB TRAINEE'S to enhance customer service experience.

Technical skills:

Microsoft office:

- Word
- PowerPoint
- Excel
- Outlook

Google:

- Docs
- Sheet
- Slides
- Form
- Appsheet

Others:

- Adobe Photoshop
- Open Office
- Libra Office

Collaboration software:

- Notion
- Data Studio

Work with different type of WFM, CRM, ERP and POS software from Genesis , Salesforce , Etc

Certified in:

- Digital Marketing (google)
- Introduction to Data Studio (Google) expired in July 2030
- Google tag Manager Fundamentals (Google) expired in July 2030
- Google Analytics for Beginners (Google) expired in July 2030
- Google Analytics for Power Users (Google) expired in July 2030
- Advanced Google Analytics (Google) expired in July 2030
- Getting Start with Google Analytics 360 (Google) expired in July 2030



Skills:

- Enthusiasm toward study new skill , new software , technology etc.
- People management skills and Good with Building rapport.
- Good verbal/written communication skills.
- Hard working, easy going, Team player.
- Good excel knowledge.
- Flexible and adaptable to change.
- DATA Handling

Personal Details:

Date of Birth : 16-11-1995
Nationality : Indian
Father's Name : R.subhashithan
Marital Status : Unmarried

Languages Known:

Malayalam, English ,Tamil, Kannada (understandable)

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

Place: Trivandrum
Date: 06-07-2018

Sreejith .S.R