

Name : Balamurugan .R
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Career Objective:

Seeking a position where I can utilize my knowledge, abilities and personal skills while being resourceful, innovative and flexible that offers professional growth along with the organization.

Educational Qualifications:

Course	Name of the Institution	Board/University	Year of Study	Percentage
B.E (Mechanical)	MAHARAJA PRITHVI ENGINEERING COLLEGE,TIRUPUR.	Anna University	2012 - 2016	70.40
HSC	SAMBAVIGA HIGHER SECONDARY SCHOOL,SIVAGANGA.	State Board	2011 - 2012	84.25
SSLC	SAMBAVIGA HIGHER SECONDARY SCHOOL,SIVAGANGA.	State Board	2009 - 2010	92.60

Technical Skills:

Additional Course : NON-DESTRUCTIVE TESTING, VERSANT ACCENT COURSE.

Operating Systems : Windows XP, Linux, windows 7,8& 10

Packages : Microsoft Office, Star office

Work Experience:

- Worked as an Aptitude -reasoning trainer at SURESH IAS ACADEMY from DECEMBER 2016 to MARCH 2019
- Worked as a Coordinator-Customer Support Executive at VIDEOCON D2H-DISH TV from APRIL 2019 to NOVEMBER 2021.
- Worked as a Management Information System Manager at SONY INDIA from DECEMBER 2021 to JUNE 2023.
- Worked as a Service Support Executive at EXIDE INDUSTRIES from June 2023 to May 2024.
- Currently working as a Customer Service coordinator at THE ROYAL BATTERIES (EXIDE BATTERY AUTHORISED DISTRIBUTOR)

RESPONSIBILITIES:

- Handling a team of 4 Customer Retention officer and 20 Sales Officers and Service Engineers.
- Providing online support to Clients/Distributors.

Personal Skills:

- ✓ Decision-making leadership, acceptance of responsibility and evidence of team-work.
- ✓ Hard worker while creative.
- ✓ Able to work independently, as a part of team, able to vaporize and grasp new things quickly.

Area of Interest:

- ✓ Customer / Client support ,Handling and managing of team.

Achievements:

- ✓ Completed **AMAZON'S VERSANT VOICE, ACCENT, TYPING, READING** of English language of different accents for Voice/ Chat process for Customer / Client support role.
- ✓ Won 1st prize in 2013 & won 2nd prize in Quiz competition in 2013&2014 respectively at NSS function
- ✓ Presentation was done on the topic of HYBRIDIZATION OF SOLAR & WINDMILL
- ✓ Participated in National level Workshop on ADVANCED OPTIMIZATION TAGUCHI TECHNIQUES at Hosur Institute Of Technology,Hosur.
- ✓ Participated in National level Technical Symposium at MAHENDRA INSTITUTE OF TECHNOLOGY,Tiruchengode.
- ✓ Participated in Workshop on SCIENCE AND TECHNOLOGY CAPACITY BUILDING FOR INDUSTRIAL NEED by TNSCSAT-Chennai at Angel College of EngineeringCollege,Tirupur.

Personal Profile:

Name : R.Balamurugan
Father's Name : S.RamaSubbu
Date of Birth : 03-01-1995
Gender : Male
Marital Status : Married
Nationality : Indian
Languages Known :English, Tamil, Malayalam.
Permanent Address : 1/118-7,Roja garden,
Kalikappan,
Madurai-625107
Contact no :+917010162416

Declaration:

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Date 04.10.24

R.Balamurugan.

[R.BALAMURUGAN]