

RESUME

G.MUGESH

S/o.M.Gajendran,

2/14, Lakshmi Nagar,

Cheranmanagar,

V.K.Road,

Coimbatore – 641 035

Email ID: muges.sh.spectrum@gmail.com

Mobile: 99440 70309

OBJECTIVE:

To work in globally competitive environment on challenging assignment that shall yield twin benefits of the job satisfaction and steady paced professional growth firm.

EDUCATIONAL QUALIFICATION

- S.S.L.C Sacred Heart Matriculation School, Gudalur The Nilgiris District
- Diploma in Fashion Technology, South India Institute of Fashion Technology, Coimbatore.

WORK EXPERIENCE & Career Highlights

Currently working in Envision software Engineering (P) LTD, Coimbatore as **Team Leader (Supply Chain, logistics)** from 26 Apr 2017 to till date.

1-year Experience From 10 Aug 2011 to 15 Aug 2012 as a **Customer Service Executive** For sales process UK campaign in Pravine Processing Solution, Coimbatore.

Complete sales providing home insulation to all UK property owners

2.6 years' Experience From 28th Aug 2012 to Mar 03rd 2015 as a **Senior Technical & Customer Service Executive** For various client (US/UK) (Voice/Non-Voice) (Multiple project) in BPO Integra Global Solution (P) LTD, Coimbatore.

1 Year Experience From 23rd Apr 2015 to 1st Apr 2016 as a **Senior Customer Service Executive** for Crystal Broadband Networks (us) support in Cable Partner call solutions India (P) LTD, Coimbatore.

1 Year Experience From 08 Apr 2016 to 09 Apr 2017 as **Senior Customer Service Executive** in Pathfinder Business Solution (P) LTD, Coimbatore.

Total Working Experience: 6.6 years

SUPPLY CHAIN & LOGISTIC PROJECT HANDLED IN ENVISION SOFTWARE

The software which I handled is **ENVISION** we support for varies clients (UK, US, Canada, Australia) for their **logistic**.

My Role & Responsibility: Follow up on **Sales order & Purchase order**

Getting information from Supplier about the inbound shipment (order) and update on company software.

Getting information from warehouse about the inbound shipment and complete receiving

Creating Invoice & Supplier Purchase Order, New item creation on software,

Inventory (stock) management

Generating report for sales rep about product stocks.

Maintaining Goods, Container, Shipping information.

Interaction with Supplier & Customer about item & price.

A complete chain needs to handle from production to sailing the item to customer.

Maintaining all the data like Customer information, Supplier information, produce stock information, Purchase information, Sales information, & Shipping details.

Direct Reporting to Vice president of the company, General Manager & Clients.

TECHNICAL SUPPORT PROCESS:

Daypass Wireless: (Voice)

Providing MI-Fi routers for various Customers on rental basic.

Activating and De-activating their Line# via Verizon/Sprint.

Trouble shooting and maintain the MI-FI Routers.

9thCO: Chat & email support

Provide Email & chat support for various clients for concerns like DNS change, FTP, cPanel, Web designing...etc.

CHAT & NON-VOICE TASK:

Product listing

Reach work

Blogs & word press

Coupon code providing to customer chat support

Computer Knowledge

MS EXCEL, MS WORD, ADOBE PHOTOSHOP, CORAL DRAW

PERSONAL PROFILE:

Father's Name	:	M.GAJENDRAN
Date of Birth	:	06.01.1992
Gender	:	Male
Age	:	28 Years
Marital Status	:	Single
Nationality	:	Indian
Religion	:	Hindu

Languages Known : English (US/UK), Tamil.

Personal Skills : Adaptability, Quick Learner, Team Player

Permanent Address : 2/14, Lakshmi Nagar,
Cheranmanagar,
V.K.Road,
Coimbatore - 641 350.

Contact No : **99440 70309**

E-Mail : **mugesh.spextrum@gmail.com**

DECLARATION:

I hereby declare that the above information given by me is true to the best of my knowledge and belief.

(G.MUGESH)