

Vinodhini Murali

Phone: 9626018480 | Email: muralivinodhini.mj@gmail.com

SUMMARY

To find the best solution for any problems or fuss caused, with a long-term career, aiming to achieve company goals with proven leadership and organizational skills.

EXPERIENCE

APPTIVO SOFTWARE SOLUTIONS

Madurai

Customer Success Engineer

November 2018 - April 2019

- To focus on the customer retention
- Reduced the customer churn rate 20%
- To get in touch with the unhappy customers and find the reason
- To schedule regular meetings with happy customers and make sure things go right
- Get in touch with customer support team and do online chat analysis
- To check if every projects are delivered on time

NEEYAMO ENTERPRISES

Madurai

Service delivery executive(Quality check associate)

July 2018 - November

- To check the quality of background verification .
- Re-assigning when no proper/improper verification taken place.
- Auditing the errors made by verification specialists.
- Quality checking the reports given by vendors.
- Making sure the verification process done within TAT
- Dispatching the reports to clients

VELLAICHAMY NADAR COLLEGE

Virudhunagar

Language trainer and personality developer (IQCT)

Jan 2018 – March 2018

- Training the students on language and personality
- Monitored the quality system of the entire institution which includes Human Resource Management and Academics
- Observing the classes conducted by the lecturers and providing the feedback on the teaching skills, student's behavior, etc.
- Ensuring the student- staff relationship is promising in every aspect
- Validating the day plan, month plan and year plan for every staff
- conducting language training and soft-skill development to the final year students on a recurring basis (campus interview)
- Hosting the special occasion (Sports meet, Annual meet).

CSS CORP

Chennai

Junior network engineer

June 2017 – November 2017

- Dealing with US clients.
- Helping out clients whenever any problem arose with network and networking products (for those with the project "Netgear")
- Taking the remote access of client's end device and troubleshooting

EDUCATION

ULTRA COLLEGE OF ENGINEERING AND TECHNOLOGY

Bachelor of engineering (Electronics and communication Engineering)- 67.8%

Madurai
August 2013 – May 2017

VMJ HR.SEC

12th grade - 76.5%

AKNU.S.SUNDAR.HR.SEC

10th grade- 89.4%

CORE COMPETENCIES

COMMUNICATION SKILLS

FLEXIBILITY

MENTORING

ACTIVE LISTENER

LEADERSHIP

EXTRA CURRICULAR ACTIVITIES.

- Organized two international conferences (Toastmasters), being the conference co-chair
- Organized two semi-annual conference and contests, being the contest chair

ACHIEVEMENTS

- Public speaking- Humorous speech contest winner (twice)
- Public speaking- evaluation contest winner (once), runner (once).
- National level symposium- on soft skills (winner)
- National level symposium- on communication skills (winner)

INTERNATIONAL CERTIFICATIONS

- Competent communicator
- Competent leader

LANGUAGES

- Tamil (native speaker)
- English (Highly proficient in speaking and writing)

I hereby declare that all the details given here are true and concern to my knowledge

Signature

