

Sukanya PS

Anu House
Kollamalayam
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PROFESSIONAL SUMMARY

Dedicated administrative assistant with over 4 years of professional experience. Skilled at dealing with sensitive situations and keen to support Kirloskar Oil Engine Ltd. with organizational, diplomacy and communication skills. At Cummins Inc. dealership Managed a team of engineers to resolve various issues with customers and supported the officials to meet the business targets.

EDUCATIONAL BACKGROUND

Anna University
Narayanaguru College of Engineering
B.Tech Information Technology 2015
CGPA: 6.4

Kerala Board of Examination
GHSS Anavoor
Plus Two
Percentage : 72%

Anna University
GHSS Anavoor
SSLC
Percentage : 85%

PROFESSIONAL EXPERIENCE

AMC Coordinator / Parts Coordinator
Cummins Inc. (Sales and Service Dealer-Kerala)
May 2016 – April 2019

Updating maintenance logs for all machinery – Developing maintenance plans and implementing them – Ensuring quality control standards are consistently met – Keeping track of supply and material inventories – Business development through achieving more number of contracts– Team building – Account updates and billing – Inter department collaboration and leading.

Customer Relation Manager
Kirloskar Oil Engine Ltd.
April 2014 – November 2015

Supervises customer service representatives – Assists representatives in handling disappointed customers – Coordinates employee meetings and generates reports for upper management–Use social media to help promote the company's services – Reviews customer evaluations in regards to service – Trains representatives on new software – Maintains database of customers for follow up– Meets deadlines.

PROFICIENCIES

- Critical thinking
- Active listening and decision making
- Flexibility and patience
- Communication skill
- Trouble shooting and research
- Diplomacy
- Time management
- empathy
- market analysis and business management

SKILLS

- MS Office
- Digital Marketing Tools
- Social Media Management
- SEO and SEM

PERSONAL DETAILS

Marital Status : Married
Date Of Birth : 08-06-1992
Nationality : Indian
Hobbies : Drawing, Crafting,
Writing (Malayalam
literary works)

DECLARATION

I hereby declare that the facts given above are genuine to the best of my knowledge and belief.

Sukanya PS
04-02-2022