



Vaishak V

Date of birth: 18/05/1996 | **Nationality:** Indian | **Phone number:** (+91) 7012862835 (Mobile) |

Email address: vaish.vishnudas@gmail.com |

Address: Aswathi Nivas, Kannampariyaram, Mankara, Palakkad, Kerala, India
Pin code: 678613, 678613, Palakkad, India (Home)

WORK EXPERIENCE

02/05/2022 – 25/10/2024 Bengaluru, India

PROCESS SPECIALIST –EMAIL RESOLUTION THINK AND LEARN PVT LTD

· In my role, I primarily utilized Salesforce, UXOS, UXAchieve, LeadSquared, Zendesk, Onedesk, OMS, CRM, and Excel to manage and optimize job processes.

- Addressed Complex customer email escalations with the precision
- Effectively managed email resolutions across multiple mailboxes.
- Performed various processes related to cancellation and refund.
- Performed quality checks on the process to ensure accuracy and efficiency.
- Monitor and address customer complaints on social media platforms to provide timely assistance
- Gather customer feedback and collaborate with product, sales and marketing teams for improvement.
- Conduct research on customer complaints and recommend the necessary actions for resolution.
- Prepare and maintain reports on issue resolutions and keep records of all statuses

09/08/2021 – 06/10/2021 Bengaluru, India

RECRUITER LEVEL 1 ALLEGIS GLOBAL SOLUTION

- Recruiting sales representative for US clients such as a target, tracfone, nintendo
- Sourcing the best resume which fit for the job description and sending mails
- Sorting out the interested candidates and communicate them with emails and set an interview with the respective clients
- Sending 200 mails per day to the candidates

25/11/2019 – 01/04/2021 Bengaluru, India

REPRESENTATIVE, OPERATIONS REPRESENTATIVE, OPERATIONS

- Services with Maruti Insurance
- Handle 140 calls daily, with duties including verifying the vehicle insurance of the new customer, existing customers and also retain the customer by introducing the product qualities and benefits.
- Function autonomously with support of all facts of product line growth and development
- Provide complete vehicle insurance advice and spot potential sales and resolve customer enquires
- Continually promotes team atmosphere and development
- Followed up with insured individuals regarding premium and deductible payments

EDUCATION AND TRAINING

01/06/2014 – 02/04/2018 Coimbatore, India

MECHANICAL ENGINEERING Nehru Institute of Technology ,Under Anna university-Chennai-Tamilnadu

Website www.annauniv.edu | **Final grade** 7.29 CGPA | **Thesis** Performance Analysis and Heat Recovery from Rotary Kiln

02/05/2013 – 30/03/2014 Palakkad, India

AISSCE/+2 Central Board of secondary Education ,Bappuji Senior Secondary School

Website www.bappujischoolparli.com | **Field of study** Education | **Final grade** 70%

02/06/2011 – 30/03/2012 Palakkad, India

SSC/SSLC, 10TH Central Board of secondary Education ,Bappuji Senior Secondary School

Website www.bappujischoolparli.com | **Final grade** 8.6 CGPA

03/10/2018 – 26/12/2018 Ernakulam, India

MECHANICAL ELECTRICAL PLUMBING Ace India Training and Services Pvt.Ltd International Accredited Organization

- MEP training in heating, ventilation and Air conditioning
- MEP Training in Electrical Design and Drafting
- MEP Training in Fire and Plumbing

Website <https://theaceindia.com/>

Palakkad, India

PROJECT 1-PERFORMANCE ANALYSIS AND HEAT RECOVERY FROM ROTARY KILN Malabar Cements Limited

Website <https://www.malabarcements.co.in/>

Coimbatore, India

PROJECT 2- DESIGN AND FABRICATION OF FOUR WHEEL STEERING SYSTEM Nehru Institute of Technology

Website <https://www.nehruinstitute.com/>

Palakkad, India

INTERNSHIP Malabar Cements Limited

Website <https://www.malabarcements.co.in/>

PARTICIPATED IN WORKSHOP OF INDUSTRIAL ROBOTICS APPLICATION AND ITS PROGRAMMING Nehru Institute of Technology

Website www.nehruinstitute.com

SEMINAR ON ADVANCE MANUFACTURING PROCESS Nehru Institute of Technology

Website <https://www.nehruinstitute.com/>

● LANGUAGE SKILLS

Mother tongue(s): **MALAYALAM**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Microsoft Office | Drawing software: AutoCAD, REVIT | Microsoft Word | Microsoft Excel

Mechanical Engineering skills

Analytical Skills; | Technical Knowledge | PROBLEM SOLVING ABILITIES | Project writing, project development &project management | Team collaboration

Professional Skills

Organizational skills | Problem Resolution | Good communication and Interpersonal skills