SIVAKUMAR BASKARAN

e-mail:	shivaku0206@gmail.com
Phone:	+91 8248949296
location:	Chennai, Tamil Nadu

Objective

Commerce graduate with experience in multiple roles, aspiring for a skill-based role to gather expertise where I can also use my previous experience to help the organization grow and also strengthen my career.

Key Skills & Certifications

- Data Entry
- Microsoft Office
- Operations Management
- Business development
- Customer Support
- Team Leading

Experience

September 2023 to Present (3Y)

Senior Executive : Student Support IDP IELTS

- End to end management of IELTS examinations
- Supervision for IELTS
- Related to customer support for backend calls, emails and chats
- Team, Handling, Rostering.
- Vendor and Petty cash management
- Handling of Student queries
- Training and mentoring
- Guide for daily operations
- Mentor team members
- Resolve difficult customer issues
- Training new staff
- Time management.

Senior Customer Executive:

GoFirst: December 2021 to August 2023 (1Y 9M)

- Customer service, call center operations and backend support
- Shift Incharge
- Rostering and team management
- Handling customer call, chats and emails for international inbound and outbound flights
- Inbound and Outbound handle around 180 calls per shift
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August 2018 to March 2020 (1Y

Customer Service Executive Trujet

- Customer service, call center operations and backend support
- Handling customer call, chats and emails for inbound and outbound flights

May 2017 to Nov 2017 (0Y 6M)

Trainee Customer Service Executive

GoAir

- Customer service, call center operations and backend support

Education

2017
Advanced Diploma in Airport and Airline management
PTC Aviation Academy, Chennai

2014
Bachelor of Commerce (60.5%)
Madura College, Madurai

2011
AISSCE (XII – 75.2%)
Kendriya Vidyalaya No.1, Madurai

2009
AISSE (X – 63.0%)
Kendriya Vidyalaya No.1, Madurai

Certifications

Aviation Management
Certified Load Controller

Lean Six Sigma
Certified Greenbelt

SAP FICO

Pursuing

Personal Profile

Name	**:** Sivakumar Baskaran
D. O. B	**:** 02 June 1993
Age	**:** 33Y
Gender	**:** Male
Nationality	**:** Indian
Father's Name	**:** Baskaran K
Hobbies	: Travelling, listening to music, playing sports
Languages Known	**:** Tamil (Native), English (Proficient), Hindi (Proficient)

I hereby declare that the information furnished above is true and correct to the best of knowledge and belief.

Sincerely,
Sivakumar B