



Sakkthi

Puducherry, India

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BPO professional with a track record of improving customer satisfaction, revenue, and processes. Skilled in team leadership, problem analysis, and solution implementation.

Professional Experience

Sutherland (Perungalathur)

11/23 - 03/25

Technical Associate IT-helpdesk

- Handled customer inquiries and resolved issues via phone and chat. Provided exceptional customer service, ensuring high customer satisfaction ratings.

Education

Bharathidasan college pondicherry

08/20 - 04/23

Bachelor Of Commerce (B.Com) - CGPA-7.5

- Course work: Accounting | business analytics| Marketing and Management| Strategic planning| E-commerce and digital marketing| Entrepreneurship| International Economics

St.Joseph of Cluny (Higher secondary school)

07/19 - 03/20

Commerce Group - Percentage: 88.6

St Joseph of Cluny (SSLC)

06/17 - 04/18

Puducherry - Percentage 85.8

Languages

- Tamil
- English
- French

Key Skills

- Handle 30+ customer calls per day
- Respond to customer queries in a timely and professional manner
- Collaborate with internal teams to resolve customer issues
- Participate in training and quality assurance programs to improve performance

Interests

- Artisanal crafts
- Culinary arts
- Travel