
RAAMACHANDREN.R

Address Line 1,
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Chennai-600 032.

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RESUME**OBJECTIVE:**

To achieve professional excellence and develop leadership qualities.

ACADEMIC QUALIFICATION:

Course	College/School	Year of Passing	Percentage
Matriculation	Guru Nanak Matriculation & Higher Secondary School, Velachery, Chennai – 600 042	2001	60
Higher Secondary	Guru Nanak Matriculation & Higher Secondary School, Velachery, Chennai – 600 042.	2003	80
Bachelor of commerce	Guru Nanak College, Velachery –600 042. (Affiliated to <i>Madras University</i> , Chennai).	2006	49

Currently pursuing POST GRADUATE DIPLOMA IN BUSINESS ADMINISTRATION with FINANCE as specialization through SYMBIOSIS CENTRE OF DISTANCE LEARNING PUNE.

TECHNICAL SKILLS:

Operating System: Windows 95/98/2000/Me/XP.

Knowledge on configuration of modems routers and basic computer hardware

WORK EXPERIENCE

FROM July 2006 till Date

HCL Technologies BPO Services

Designation: Technical Support Officer

Process: AT&T (ISP)

Nature of Work: Troubleshooting for internet connections, modem configurations both wired and wireless, basic router configurations for linksys, netgear, belkin, dlink and basic wireless configuration of linksys router.

Have taken escalation calls while on floor and have monitored calls of team members.

Have even troubleshooted for 3rd party modems on customer's request.

Have achieved good scores in POSE (Point of Service Evaluation) FCR (First Call Resolution) and in AQS (Agent Quality Score)

Underwent training on BT modems and routers before being shifted to AT&T

Currently working in a non tech process named WLR3 for BT

Took calls in WLR3 for a while and returned back to AT&T process again

ACCOLADES WON:

- Awarded the best volunteer in YOUTH RED CROSS
- Have been the runners up in Inter-Dept quiz

EXTRA CURRICULAR ACTIVITIES:

- A core member of *Rotract Club of Guru Nanak college*(Member of *Rotract Club 3230 District*), Took part in pulse polio and blood donation camps
- Have been a member and an organizer of various cultural activities in college

PERSONAL DETAILS:

Father's Name	:	(late) Rajagopalan. R
Mother's Name	:	Mrs. Kamakshi Rajagopalan
Date of Birth	:	15 th August 1984
Age	:	23Years
Gender	:	Male
Marital Status	:	Single
Nationality	:	Indian
Religion	:	Hindu
Languages Known	:	English, Tamil and Hindi

DECLARATION:

I hereby declare that all the information furnished above is true to the best of my knowledge.

Date: 24.7.2008

Place: Chennai

(RAAMACHANDREN.R)