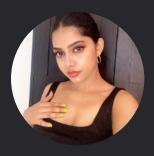# Sandhya Sasi

I am a passionate self motivated person who is currently pursuing master's degree in international business management.

Languages

English

About

Postgraduate business and management student with 1-year experience in customer service seeking opportunities in sales, marketing, HR, and finance.

BRANDS WORKED WITH

Concentrix   CO-OP   NGOJOBS   ZARA

Experience

CUSTOMER ASSISTANT

CO-OP | Sep 2022 - Dec 2022

• Answering customer queries and questions face to face or by phone/email
• Carrying out tasks assigned by line manager
• Selling, tracking, and refunding products
• Delivering excellent customer service and monitoring customer satisfaction.

FRONT DESK RECEPTIONIST

ZARA | Jan 2021 - Aug 2022

• Performed product demos for 200+ customers.
• Ensured process efficiency handling by resolving process Complaints and issues with a 90% accurate turn around time.
• Maintained responsibility for several sections ofthe store as instructed by manager,ensuring the shop floor in replenished and good house keeping is maintained throughout all areas in the store.

TECHNICAL ADVISOR

Concentrix | Jun 2020 - Dec 2020

• Giving Technical support for Lorex US customers.
• Trained and Managed a team of 5 associates to dynamically Implement end-to-end process strategies meant for users under retention group.
• Took access to the US customers systems and resolved technical issues with lorex security cameras.

NGO Support

NGOJOBS | Oct 2018 - Nov 2018

• Managing social media platforms
• Attract fundraisers through video and post advertisements.
• Organizing daily logistical operations

COMMUNITY DEVELOPMENT

NGOJOBS | Aug 2018 - Oct 2018

• Teaching English to special needs and socially disadvantaged children.
• Managing charity school daily routine procedures, lineup, break time, lunch.
• Scheduling and organizing regular events and activities.

Education & Training

2023 - 2023   **Northumbria University**

Master of International Business,

2017 - 2019   **Acharya Institute of Technology**

Bachelor of Computer Applications,