



SANJAY P

ORDER PROCESSING SPECIALIST

Results-driven, customer-focused BPO professional passionate about process optimization, data management, and exceptional customer service. Experienced in managing workflows, resolving customer inquiries, and driving continuous improvement.

CONTACT

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RELEVANT SKILLS

- HTML, CSS
- Microsoft Office(Intermediate)
- ERP Systems (Oracle)
- Technical Documentation
- Order Processing
- Time management and Organization skills.

LANGUAGE

- Tamil - Native
- English - Professional/intermediate
- Kannada - Intermediate
- Telugu - Intermediate

HOBBY

- Listening Podcast
- Investing
- Trading

EDUCATION

Bachelor of Computer Science

Institution → Thiruvalluvar University - 2019 to 2022

HSE → Govt High Secondary school Ambalur - 2019

SSLC → Govt High Secondary school Ambalur - 2017

EXPERIENCE -PROCESS EXECUTIVE

→ Grassroots Solutions & Services. Oct 2023 - Present

- As an experienced professional, I have a proven track record of effectively handling inbound calls and chat interactions to address customer queries
- Processed and verified orders received through various channels, ensuring accuracy and completeness.
- Communicated with the Sales team to confirm order details, address inquiries, and provided exceptional service

AWARDS

✓ **Top Performer of 2023**
Processed error-free orders with 100% accuracy.

✓ **Team Player Award. (Sep 2023)**
For collaborating and sharing skills in the order processing team.