

ROSHAN RAJ US

Sr. Catalogue Analyst & Executive

CONTACT

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PROFILE

To make optimum utilization of my knowledge and skills, utilize opportunities effectively for professional growth and to continue the best possible way for the betterment of the organization in self...

Enthusiastic Customer Team member with excellent communication and cataloguing skills. Helpful and personable throughout transactions for excellent service standards. Well presented with excellent work ethic for professional Catalogue executive / customer care.

CORE QUALIFICATION:

- Operating System: Windows7, 8 & Windows 8.1, 10, 11
- Software knowledge: MS - Office - word, excel, PowerPoint
- Photoshop designing

SKILLS

- Management and leadership
- Database maintenance & analysis
- Content management for Social medias
- Complaint management
- Merchandise record management
- Store layout understanding
- Refund processing
- Stock maintaining
- Concern management for High rated customers
- Loyalty scheme promoting
- Helpful customer service

HOBBIES

- Listening Music,
- Reading Books

EDUCATION

Govt. Hr. Sec. School, Vaiyappamalai, Namakkal Dt.
March 2012
SSLC

Govt. Boys Hr. Sec. School, Modakkurichi, Erode Dt.
March 2015
HSC (+2)

Bharathiyar University Arts & Science College, Sivagiri, Erode Dt.
April 2018
B. Sc Computer Science

WORK EXPERIENCE

Varada Innovations Private Limited, Bangalore – Senior Catalogue Executive
July – 2022 – till now

- Highly organized and detail-oriented Catalogue Executive with a strong background in social media management and vendor coordination. Proven ability to deliver exceptional customer service and ensure accurate pricing information. Proficient in analyzing vendor data-load and maintaining the integrity of databases. Skilled in creating engaging content for social media platforms to promote products and enhance brand visibility.
- Manage social media platforms, including Facebook, Instagram, LinkedIn, and Twitter, to curate and create compelling content that promotes company products and increases brand awareness.
- Respond promptly and professionally to customer inquiries and comments on social media, ensuring high customer satisfaction and resolving issues efficiently.

I-Energizer, Bangalore – social media / Catalogue Executive
February – 2021 – May 2022

- Joined as social media Executive & Catalogue Analyst
- Manage social media for vendor requirements (Facebook, Instagram, LinkedIn).

Shanmuga Salts and Chemicals, Erode - Personal Secretary to Managing Director and System Admin
November 2019 – January 2021

- Maintained Managing Director's Appointments
- Designing works and other System admin works

CRM Services India Private Limited, Mohali & Jaipur (Tele Performance Pvt. Ltd) – Customer Care Executive
June 2018 – October 2019

- Handle customer queries and complaints through call & email
- Provide appropriate solutions and alternatives within the time limits / forward to concern team.