

JK

CONTACT

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Coimbatore - 641001

KEY SKILLS

- CRM & SAP Reporting
- Customer Service
- MIS Reporting
- Lead Management
- Sales & Dispatch Follow-up
- Office Management

EDUCATION

M.Com, Rathinam College

(2022 – 2024) – 70%

B.Com, Rathinam College

(2019 – 2022) – 72%

HSC, Corporation Girls School

(2018 - 2019) – 70%

SSLC, Corporation Girls School

(2016 - 2017) – 84%

Jayasakthi K

Customer Relationship & Operations Specialist

Dedicated and result-oriented professional with strong experience in CRM, lead handling, SAP reporting, and customer support. Proven ability to manage client relationships, generate reports, coordinate dispatches, and drive operational excellence across diverse industries.

PROFESSIONAL EXPERIENCE

Izet e-Payments Pvt. Ltd., Coimbatore (Banking & Finance sector)

Customer Relationship Lead | Dec 2024 – June 2025

- Managing CRM and customer relations
- Leading team operations and coordination
- Ensuring high client satisfaction across departments

Glosil International Pvt. Ltd., Coimbatore

(Manufacturing Unit)

Customer Relationship Manager Jul2023-Dec2024

- SAP Reports, Ledger & MIS
- Distributor leads follow-up & conversion
- Dispatch tracking and customer support

SRTranzcarsPvt.Ltd.,Coimbatore

(Automobile Industry)

Telesales Executive | Jun 2022 - Jul 2023

- Managed inquiry/test drive calls
- Captured and escalated complaint calls
- Reported updates to General Manager

CERTIFICATIONS

- CRM & SAP Operations, Glosil
- MIS Reporting Training, Rathinam College