

Career Objective

Aspiring to get a challenging position in an organization where, I could demonstrate my skills and abilities for the betterment of the organization and for my professional growth as well.

Academic Qualification

Course	Name of Board/Institution	Year of Completion	Percentage
M.Phil	Madurai Kamaraj University Evening College	2017-2018	72%
M.Com	The American College, Madurai – 2	2006- 2008	69%
B.Com(C.A)	Lady Doak College, Madurai - 2	2003 – 2006	61%
H.Sc	Nirmala Girls Higher Secondary School Madurai-9	2002 -2003	69%
S.S.L.C	Nirmala Girls Higher Secondary School Madurai-9	2000 - 2001	70%

Projects

- Comparative study on consumer preferences towards HLL products “PONDS” Talcum Powder in Madurai City.
- “Hospital Management” Visual Basic 6 as Front end and MS Access as Back End.
- Comparative study on customer attitude towards cable T.V and dish services in Madurai city.
- Implant training in textile spinning unit for one month.

Computer Qualification

- Tally 9.0,
- MS-Office

Extracurricular Activities

- Participated on “Outsourcing In Insurance Sector” in Lady Doak college
- Participated seminar on Retail marketing recent trends and challenges conducted by VellaichamyNadar College, Nagamalai, Madurai.
- Completed Certification Gandhian Thought (CGT)
- Completed Diploma in Gandhian Thought (DGT)

Professional Experience :

- **2008-2010**

Company : Reliance BPO Private Ltd
Designation : Customer Support Executive
Roles and Responsibilities : Initially part of cdmaand gsm mobile customer handling team.
And, later I was part of the customer exception handling team as a Support executive.

- **2010-2014**

Company : TCS – E Serve.
Designation : Process Associate
Roles and Responsibilities : Opening the Corporate insurance Account.
Stop cheques and Pre-advise fund notification.
MIS report handling.
Customer Support team for online query and request

- **2014-2015**

Company :NVS College Of Aviation
Designation : Trainee & Office Admin

- **2015-2017**

Company : IAB Solutions Pvt Ltd
Designation : Senior Team leader cum Manager
Roles & Responsibilities : Take care of team and client through whats app, mail and calling.
The process name is Ujjivan it is a Small Finance Bank. It consists of 4 client of South, North, West and East.
Taking care of the agents to meet out the target and look after the quality of the users of both day and night shifts of 60 users.
Taken care of voonik (tagging) team and Vodafone sales project of MNP and P2p. The activation and lead of the Vodafone sales.

- **2017-till date**

Company : E.M.G Yadava Womens College Madurai
Designation : Assistant Professor in Commerce

Personal Profile

Name : Padma Sheela.D
Husband Name : Kumara Bhoopathy. M
Date of Birth : 20.11.1984
Marital Status : Married
Nationality : Indian
Religion : Christian
Languages Known : Tamil and English

Declaration

I hereby declare that the above furnished details are true to the best of my knowledge and belief.

Date :
Place :

(PADMA SHEELA. D)