**Anthony Arokia Swamy**

### Date of Birth: 8th May 1970

**1305 C- Marathon Nextown Kalyan Shil road,**

**Thane - 421204**

**M - 9221448208**

**[tony\_888818@yahoo.com](mailto:tony_888818@yahoo.com)**

**EXPERIENCE**

**Lionbridge Technologies,** Mumbai — **Internet Assessor India**

August 2018 - Present.

## Reviewing online search results in order to improve their content and quality.

* provide feedback and analysis on content found in search engine results and provide ratings on their relevance to the search terms used.
* reviewing the language used in the search results by examining grammar, tone and cultural relevance.

**Ryder Cycles**, Thane -- Store Manager Cum Sales

August 2017-July 2018

* Strong interpersonal skills, adhering to SOP managing the store as well as sales.
* Job includes responsibility briefings, housing keeping, people management, inventory management.
* Identifying strong points in staff and assigning them the right duty.
* Providing innovative ideas to the management for increasing the sale.

**Wipro,BPS,** Mumbai —Complaints British Telecom(BT)

# *Advisor/Supervisor*

August 2011 - July 2017.

* Handling Complaints of customers and resolving the issue for the customer.
* Helping in Improving performance of the team by providing live support to advisers on the call also taking huddles to improve the performance of the team and meeting the desired results.
* Identifying the weakness of an adviser and assisting in improving on the weakness.

**Bharat Infotech,** Mumbai — *Technical sales Supervisor,*

April 2003- Oct 2010.

* Handling Technical issues as well as sales of computer hardware.

**Advanced Technology Solution,** Mumbai — *Technical Support*

January 1998- March 2003.

Assembling of computer and Technical Support..

### SKILLS

-Handling Customer Complaints.

- Rating Google search pages, Google voice assistance,Youtube videos etc.

### AWARDS

**British Telecom-** Best performance certificate,customer satisfaction.

**HP (Hewlett Packard)-** Customer satisfaction Certificates.

LANGUAGES

English,Hindi,Marathi.

### EDUCATION

**Christ Church College,**Higher Secondary Certificate (HSC), Kanpur

June 1988 - August 1990.

Completed HSC through commerce stream.

**St. Jude High School Mumbai,**Secondary School certificate (SSC)

May 1988