

# Ishwarya Balasubramanian

## Process Analyst

Seeking to utilize excellent communication, interpersonal and organizational skills to complete tasks. Reliable with good work ethic and the ability to quickly adapt to new tasks and environments.

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## WORK EXPERIENCE

### Junior process analyst Chaosology (Night shift)

09/2022 - Present

Tirunelveli, India

#### Achievements/Tasks

- Collaborated with cross-functional teams to ensure successful implementation of changes.
- Prepared monthly reports outlining key performance metrics such as efficiency rates, productivity levels.
- Documented all process changes accurately in order to maintain updated records.
- Utilized problem solving skill to troubleshoot system errors in a timely manner.
- Leads developing and customer relation management.

### Customer support executive AA creators

09/2019 - 05/2020

Tirunelveli, India

#### Achievements/Tasks

- Collaborated with team to understand recurring products and customer trends.
- Advised team members on best practices for delivering superior customer service experience.
- Collaborated with other departments to ensure timely resolution of customer requests.
- Identified opportunities to improve customer experience through feedback analysis and suggesting process improvements.

### Trainer

#### Foxconn India private limited

05/2019 - 09/2023

Sriperumbudur, Chennai

#### Achievements/Tasks

- Prepared and organized instructional manuals, learning aids and job aids.
- Evaluated instruction methods to monitor and maximize results.
- Acted as content expert on training curriculum to achieve high quality and effective training of the crew.

## EDUCATION

### Bsc., Physics

#### sarah Tucker College

06/2016 - 04/2019

Tirunelveli, India

## SKILLS

Process Inspection, Process improvement solution

Customer care Reporting skill

Cross-functional collaboration

Change implementation Leadership

Customer service process improvement Presentation

Communication Microsoft Office C C++

## CERTIFICATIONS

Google Analytics Individual Certification  
(04/2023 - 04/2024)

Google Ads search Certification (06/2023 - 06/2024)

Mobile hardware repair technician from PMKVY

First Position achiever in Hackathon program powered by Google

## LANGUAGES

English  
Professional Working Proficiency

Tamil  
Full Professional Proficiency