

GANGA. K.M

Administration/sales Coordinator with proven track record of ensuring the smooth functioning and running of all customer service and administrative activities.

Well-versed in **Oracle Database Administration** having strong knowledge in database Design, Troubleshooting, Decision making, Team work.

2 years of experience as **Maths Teacher** with Profound numeracy skills, full command on mathematical operations and **Emotional Intelligence**. Exhibits strong verbal and written communication skills.



GET IN TOUCH



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EXPERIENCE

WASSERMECH LLC, SHARJAH, UAE

ADMINISTRATION/SALES COORDINATOR

September 2020- October 2022

- ✓ **Plan and coordinate administrative/customer service** procedures and systems.
- ✓ Resolve **customer complaints** via phone, mail or social media.
- ✓ Being **familiar with all the products of the company** and how they can be used.
- ✓ Handling the processing of all orders with accuracy and timeliness.
- ✓ Meeting the **monthly sales target** set up by the management.
- ✓ Producing information by **transcribing, formatting, inputting, editing, retrieving, copying, and transmitting** text, data and graphics.
- ✓ Responding to complaints and queries of customers and giving after sales support when requested.
- ✓ Informing clients of unforeseen delays or problems.
- ✓ Entering order information to the company database and coordinate with purchase department and ensuring the adequacy of sales related equipment or materials.

TATA CONSULTANCY SERVICES- ELECTRONIC CITY, BANGALORE, INDIA

ASSISTANT SYSTEMS ENGINEER-(Oracle 10G - DBA)

Feb 2012 -Jul 2012

- ✓ **Design and implement** backup & recovery system
- ✓ **Monitoring** databases issues for performance
- ✓ **Data Extraction, Transformation, and Loading**
- ✓ **Updating** and amending existing database
- ✓ **Write queries for front-end applications**
- ✓ Working with application developers to create optimized queries, creating table indexes to improve database performance and optimizing code
- ✓ **Data migration** using import and export.
- ✓ **Customizing** the application using PL SQL techniques.



PROFESSIONAL SKILLS

TROUBLESHOOTING / DIAGNOSIS



PROBLEM SOLVING



DATA MANAGEMENT



TEAM BUILDING



FLEXIBILITY & ADAPTABILITY



OFFICE ADMINISTRATION



CLASSROOM MANAGEMENT



CORE COMPETENCIES

- ✓ **Good at SQL, PLSQL** Programming, MATLAB, **SPICE**
- ✓ **MS Word, Excel & PowerPoint**
- ✓ **Emotional Intelligence**
- ✓ **Managing Performance**



PERSONAL INFO

Nationality: Indian

Languages.: English, Hindi, Malayalam

DOB :27 AUG 1989

Visa Status: Spouse Visa

✓ Troubleshooting

CAREER CAMPUS, ATLAS GROUP OF INSTITUTIONS –
SHARJAH, UAE

Mathematics Teacher

Sep 2012– Sep 2013

- ✓ Plan and implement effective **classroom management** practices
- ✓ Implement the designated **curriculum** in time as per academic calendar.
- ✓ **Design** and **implement** effective strategies to **develop** self-responsible/independent learners
- ✓ students' **intrinsic** motivation by providing intrinsic learning experiences and **progressively** challenging learning experiences
- ✓ Engage students in active, hands-on, creative problem-based learning
- ✓ Build students' ability to work **collaboratively** with others.

EMIRATES ENGLISH SPEAKING SCHOOL – DUBAI,
UAE

Mathematics Teacher

Sep 2014 – June 2015

- ✓ Provide opportunities for students to access and use current **technology, resources** and **information** to solve problems
- ✓ **Engage** students in creative thinking and integrated or **interdisciplinary** learning experiences
- ✓ Providing **feedback** in a constructive way.

✂ PERSONAL SKILLS

JUDGMENT AND DECISION



PEOPLE MANAGEMENT



TIME MANAGEMENT



MULTI-TASKING



🏆 ACHIEVEMENTS

- ✓ Certificate of Excellence for **the Best Performance** as **Oracle DBA**.
- ✓ Completed **B Tech** with **Distinction**

⚙ COMPUTER SKILLS

- ✓ SQL, PLSQL, MATLAB and SPICE,
- ✓ ERP Applications, Internet and Ms-Office

EDUCATION

LBS INSTITUTE OF TECHNOLOGY, TRIVANDRUM,
INDIA



B-Tech in Electronic & Communication

2011