

**SARANYA NAGARAJAN**

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Mobile: +91 9600095108/9952959603

**Objective**

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To work in a challenging and inspiring work environment which would help me to realize and utilize multiple dimensions of my talents and also at the same time provides me opportunities to further enhance myself professionally.

**Professional Experience**

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Company	Experience
Concentrix Technologies	April 3 2017 to till date
WellBe Medic Pvt Ltd, Chennai	August 1 2016 to March 10 2017
Hayakawa Japanese Language School & Cultural Center Pvt. Ltd. Chennai	October 23 2015 to July 24 2016
Amazon.com, Chennai	September 15 2014 to October 5 2015

**Academic Qualification**

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- **2013 - Bachelor of Engineering** in Electronics and Communication Engineering from Velammal Institute of Technology, Chennai with 7.5 CGPA.
- **2009 - Higher Secondary** Secured 78% aggregate from Velammal Matriculation Higher Secondary School.
- **2007 – SSLC** Secured 86% aggregate from Velammal Matriculation Higher Secondary School.

## **Additional Qualification**

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- **N4 Certified** in Japanese language Proficiency Test conducted in Chennai.
- Completed **N2 & N3** level in Japanese language from **Hayakawa Japanese Language School & Cultural Center Pvt. Ltd.**

## **Project Experience**

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### **Concentrix Technologies Pvt Ltd – Language Interpreter**

#### **Job Description:**

Concentrix provides customer support to McAfee Security Japan by handling the Email enquiries from the customers.

#### **Job Responsibilities:**

1. Act as Bilingual Bridge between India and Japan.
2. Translating technical queries from Japan customers. (English->Japanese , Japanese-> English)
3. Handling mails on a daily basis and Receiving Calls from Concentrix, Japan and conveying information regarding project through daily meetings.
4. Handling technical queries from McAfee Enterprise customers. ( supported on Windows server 2008)

### **WellBe Medic ( India ) Pvt Ltd, Chennai – Customer Relation Executive/Japanese Interpreter**

#### **Job Description:**

WellBe provides total support encompassing everything from overseas risk management, emergency response to medical services, handling and prevention of serious medical cases to insurance and compensation programs.

#### **Job Responsibilities:**

1. Supporting Japanese patients by taking appointment with hospitals in Chennai.
2. Accompanying Japanese people to hospitals and providing them interpretation services.
3. Filing Insurance related forms of our customers.
4. Sending/Receiving calls and emails relating Insurance, Customer satisfaction and intra-related queries in Japanese/English.
5. Office Management : Sending Courier, Paying bills and proof checking the financial update of all the employees.

## **Hayakawa Japanese Language School & Cultural Center Pvt. Ltd - Intern**

### **Description:**

Being a student of Hayakawa already, I joined the company as an employee in order to learn Japanese and to become proficient in it while being able to give a good amount of focus and concentration to learning as I decided to continue my career in the Japanese domain.

### **Work Responsibilities:**

- Office Management: Handling Calls and Emails from customers.
- Customer Relationship Management: Interpretation for Japanese clients.
- Management of Class Videos (recording, editing and uploading).
- Data Analysis and proof checking of documents and materials.
- Organizing cultural events and extracurricular events

## **CMT – COMPETITIVE MONITORING TEAM - Process Associate**

### **Process Description:**

The charter of the Competitive Monitoring team (CMT) is to systematically collect competitive pricing, availability and selection data from all relevant online sources. The key performance indicators for CMT are the depth of selection monitored, the accuracy of the data collected, and the efficiency of adding incremental items.

### **Project Responsibilities:**

- Subject Matter Expert for the particular Japanese team.
- Responsible for creating reports of productivity and accuracy.
- Responsible for preparing training material for the new updates to the process.
- Coordinated as the single point of contact for clients.
- Involved in resolving the tickets raised by buyers.

### **Extra-curricular activities:**

- Participated in final round of **Japanese Speech contest** under Intermediate level at **Japan Consulate**, Chennai on March 2016.
- Translated the main contents of a Japanese Research paper related to Acupuncture.

## Personal Details

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Date of Birth : 14/06/1992

Nationality : Indian

Marital Status : Single

Languages Known : English, Telugu (only Spoken), Tamil and Japanese

Address : No 326, Mohan Ram Nagar, 4<sup>th</sup> Cross Street,  
Mogappair, Chennai – 600037.