

Akshay Muruga Boopathi

Automobile Engineer

CONTACT

Phone: +91-9998423346

Email: akshaymb1193@gmail.com

Address:

- C-304, Kakadia Complex, Surat - 7
- 5/61, N.G.O. Colony, Dindigul - 5

ABOUT ME

OBJECTIVE

Multilingual Professional with 7+ years of experience in customer operations and supply chain coordination. Proven ability to manage vendor relationships, handle pricing discussions, and ensure smooth execution across operations. Seeking a hands on role in procurement and supply chain where I can contribute to vendor management, negotiation and operational efficiency.

KEY SKILLS

- Multilingual Communication: Tamil, English, Hindi, Gujarati, basic Punjabi, Marwadi and Bhojpuri understanding
- Supplier Interaction & Negotiations
- Field Work Readiness & Travel Flexibility
- Basic Accounting Understanding (Influenced by Family Background)
- Practical exposure to Business Operations through involvement in Family Business
- Strong Work Ethic & Loyalty
- Problem Solving & Escalation Handling

RELEVANT STRENGTHS

- Comfortable communicating in English and Regional Languages like Tamil, Hindi etc.
- Ability to coordinate across regions and handle conversations confidently
- Good Observational Skills in Quality and Quantity Handling
- Willing to work on-ground (office, warehouses, logistics points etc.)
- Ability to build long-term working relationships with vendors, suppliers and clients etc.
- Calm under pressure and able to handle conflict situations effectively

TECHNICAL SKILLS & TOOLS

- MS Office (reporting, tracking, data handling)
- Team Handling and Leadership
- CRM Tools (Customer Handling & Ticketing systems)
- E-commerce Operations (Amazon Process Exposure)
- Basic Data Analysis & Reporting
- Social Media Handling (understanding of platforms & communication)

LANGUAGES

- Tamil - Native
- Hindi - Fluent
- Gujarati - Fluent
- English - Fluent
- Punjabi, Marwadi, Bhojpuri - Basic Understanding

WORK EXPERIENCE

VIJAYLAXMI AGENCY, SURAT (2019 – Present)

Client Support Manager/ Supply Chain Manager

- Managed end-to-end coordination between suppliers, clients, and internal operations
- Handled supply chain processes including order tracking, vendor follow-ups and delivery execution
- Built and maintained strong supplier relationships through consistent communication
- Resolved client and vendor issues efficiently to ensure smooth business operations
- Worked closely on pricing discussions, coordination, and operational planning
- Ensured timely fulfilment and minimized delays through proactive management

SUTHERLAND GLOBAL SERVICES (AMAZON INDIA PROCESS)

Customer Support Agent → Team Lead (2016 – 2019)

- Started as CSA and promoted to Team Lead based on Performance
- Managed and trained a team to handle high-volume customer interactions
- Improved team efficiency, quality scores and response handling
- Handled Escalations and resolved complex issues under pressure
- Developed strong communication, problem-solving, and leadership skills
- Fully knowledgeable on process and operations of E-Commerce

EDUCATION

B.E. Automobile Engineering

Rajalakshmi Engineering College, Chennai (2012 – 2016)

Higher Secondary

S.R.V. Boys Higher Secondary School, Rasipuram (2010–2012)

ICSE (10TH)

Metas of Seventh Day Adventist School, Surat (2010)

PROFESSIONAL SUMMARY

Operations-focused professional with 7+ years of experience in supply chain coordination, customer management, and team leadership. Strong ability to manage vendors, handle operational challenges, and ensure smooth execution of business processes. Proven track record of taking ownership, improving efficiency, and delivering consistent results in fast-paced environments.
