**RAJESHKANNA BALAJI**

**CAREER OBJECTIVE:**

 To make career in the field of challenging environment where I can utilize my knowledge, experience and skills, and simultaneously do my best to deliver the best result in both my professional and personal growth.

**SUMMARY:**

* A postgraduate in Business Management & strategy from UK whose mission is to generate added value by identifying optimal business solutions and offering the most effective strategies for information management.
* A young hardworking and enthusiastic graduate having excellent experience in management and customer service, banking & construction for 9 years.
* Proven track record of performing under pressure with different organizations.
* Effective team player with strong team orientation & leadership qualities, hard working and creative with good communication skills.

**EDUCATIONAL QUALIFICATIONS**:

|  |  |  |  |
| --- | --- | --- | --- |
| COURSE | NAME OF THE INSTITUTION | YEAR OF PASSING | PERCENTAGE |
| PG(BMS) LEVEL 7 | British Institute of Resource DevelopmentAccredited by University of EAST LONDON | 2014 | 70% |
| DME | Vel Tech Polytechnic College of Engineering Chennai  | 2006 | 87% |
| 12th | Singarampillai .Govt Higher secondary school | 2003 | 52% |

**GENERAL SKILLS:**

* Energetic & self motivated.
* Good interpersonal and communication skills.
* Quick learner and has ability to work in a team.
* Believe in the team co-ordination.
* Ability to work under pressure of deadlines.

**TECHNICAL KNOWLEDGE**:

* Operating system : Windows XP, 2007, 2008.
* Designing : Auto CAD, Pro – E.
* General : MS – Office.

**WORK EXPERIENCE:**

* **Sutherland Global Services, Chennai, India.**

 Designation: CUSTOMER SERVICE EXECUTIVE VOICE

 Work period: DEC 2014 TO AUG 2016.

 Process: AT&T HOME SOLUTIONS. (US)

**Job Responsibilities:**

* Answer phones professionally.
* Respond to customer inquiries.
* Research required information using available resources.
* Handle and resolve customer complaints.
* Provide customers with product and service information.
* Process orders, forms and applications.
* Identify and escalate priority issues.
* Route calls to appropriate resource.
* Follow up customer calls where necessary.
* Complete calls logs.
* Complete calls reports.
* **Yum Brands Panando ltd, London, United Kingdom**.

 Designation: DELIVERY RGM

 Work period: FEB 2011 TO SEPT 2014.

**Job Responsibilities**:

* Check & receive all invoices & delivery orders from suppliers.
* Dealing with all suppliers related to food materials
* To ensure the required documentation are collected from the customer by abiding the audit standards and the standards of company law.
* To carry out day to day banking activities and ensuring the relevant transaction documents are present and filed.
* **UAE Exchange UK LTD, London, United Kingdom**.

 Designation: CUSTOMER SERVICE

 Work period: DEC 2012 – DEC 2013.

**Job Responsibilities**:

* To undertake the managerial role in the absence of the manager and perform the duties with high standard.
* Initiative to add new customers to business, visiting corporate customers for rapport building.
* Arranging and managing marketing activities of the branch.
* Build and maintain positive relationship with customers.
* To participate with the branch manager and higher official to plan strategies and to achieve the short term and long term organizational goals.
* Performing transaction such as Foreign exchange, Gold Loan, Cash remittance and ensuring that they are complaint with company’s policies, FSA, AML.
* To ensure the smooth running of the branch by having proper liaison with the other departments and advising them about the performance of the branch.
* To ensure all the transactions are KYC complaint and the transaction are done with no AML risk.
* To ensure the required documentation are collected from the customer by abiding the audit standards and the standards of company law.
* To carry out day to day banking activities and ensuring the relevant transaction documents are present and filed.
* Passing Journal and Ledger entries for the transactions performed.
* **Firepro Systems International LLC, Dubai – UAE**

 Designation: PURCHASING OFFICER & CO-ORDINATOR

 Work period: MAR 2008 TO SEPT 2009.

**Job Responsibilities**:

* Co-ordination of all projects
* Assistant to head of operation for all projects
* Supervision of sub-contractor’s MEP works
* Submittal preparation for fire fighting & fire alarm systems
* Handling all deliveries of all materials to site work
* Managing all warehouse activities
* Managing the stores in the warehouse
* Check & receive all invoice & delivery orders from suppliers for all materials
* Dealing with all suppliers related to fire fighting & fire alarm system purchasing
* **Brakes India Ltd- TVS, Chennai – INDIA**

 Designation: CAD Operator in Structural designs& purchasing officer

 Work period: APR 2006 TO JAN 2008.

**Job Responsibilities:**

* Co-ordination of all projects
* Assistant to head of operation for all projects
* Supervision of sub-contractor’s MEP works
* Submittal preparation for fire fighting & fire alarm systems
* Handling all deliveries of all materials to site work
* Managing all warehouse activities
* Managing the stores in the warehouse
* Check & receive all invoice & delivery orders from suppliers for all materials
* Dealing with all suppliers related to fire fighting & fire alarm system purchasing

**PERSONAL PROFILE:**

Father’s Name : N. Balaji

Date of Birth : 07/12/1985

Marital Status : Married

Nationality : Indian

Languages : English, Hindi & Tamil

**Job Seeker First Name / CV No: 1838874**

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