##### HARIKRISHNAN


##### HARIKRISHNAN.340590@2freemail.com

Personal Details

Gender : Male

Nationality : Indian

Marital Status : Single

Date of Birth : 14 Mar 1988

##### Looking for a challenging position to lead corporate marketing and internal communications for progressing organization across diverse industries

##### SUMMARY

##### Self-directed professional with 3+ years of experience in Marketing, Corporate Communications, Quality Analysis, Guest Services and also includes 1 year of Freelancing experience as a Tutor

##### Highly skilled in imparting product knowledge to customers over the phone and effectively overcoming objections to sales in a focused manner on increasing sales through efficient marketing efforts

##### Skilled in persuasive presentation and profitable negotiation with a good exposure to business planning & analysis and assessment to increase revenue growth

##### Adept at working independently with no direction or as part of a quality assurance team

##### Immense knowledge of developing and managing the corporate public relation activities

##### Demonstrated track record of outperforming sales goals, developing new business and strengthening customer relationships with existing client database

##### Effective leader and mentor who empowers team members to achieve their maximum selling potential

##### SKILL SET

|  |  |  |
| --- | --- | --- |
| * Customer Retention
 | * Tele Marketing
 | * Escalations Management
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| * Quality Auditing
 | * Market Research
 | * Business Process Improvement
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| * Employee Training
 | * Product Knowledge
 | * Client Relationship Management
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##### EDUCATION

* Bachelor of Engineering in Telecommunications (cleared 1st year- Discontinued later) from Mumbai University Mumbai, India (2010)
* Higher Secondary Education in General Science (Physics, Chemistry and Biology) from Mumbai University, India (2006)

##### AVAILABILITY

* Planning to relocate immediate

##### CAREER PATH

|  |  |  |
| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
| Club Mahindra Travel  | Telemarketing Executive  | Jan 2017 – Till Date |
| Hexaware Technologies Limited  | Senior Executive  | Mar 2015 – Dec 2015 |
| Hinduja Global Solutions Pvt. Ltd  | Quality Analyst  | Sep 2013 – Sep 2014 |
| Customer Service Representative  | Sep 2012 – Sep 2013 |

##### Professional experience

As a **Telemarketing Executive**

* Maintaining the customer database by entering, verifying, and backing up the data
* Involving in up-selling of holiday packages to new members and upgrading their memberships
* Enhancing the customer relationships by recommending them with new packages/memberships
* Answering telephone calls from potential customers who have been solicited through advertisements

As a **Senior Customer Service Executive**

**Client:** Visa Facilitation Services

* Managed customer service help desk responsibilities & associated with the Embassies on the visa application status
* Provided assistance to the customers on overseas flyers with visa requirements and explained about the procedures to apply for various types of visas
* Determined the client problem, clarified the queries and resolved any product or service problems
* Acquired potential customers by answering product and service questions and suggested information about other products and services

As a **Quality Analyst**

* Involved in auditing the calls/emails & provided feedback & briefed the quality to the concerned & new associates
* Based on client requirements, set audit targets and published monthly quality reports
* Analyzed the top defects in the audit sheet and discussed the defects with the team and the associates
* Improved the quality score by identifying the bottom quartiles and repeat defaulters and highlighted the process gaps found to the clients during audits

For **Shoppersstop.com, Hinduja Hospitals**:

* Assisted the customers with online shopping for Shoppersstop.com
* Fixed and scheduled appointments with Hinduja Hospitals
* Trained new associates to deal with irate customers

For **Hypercity Retail India Limited**:

* Audited the data entry work of the Back Office team and provided feedback

As a **Customer Service Representative**

**Client:** Vodafone, India

* Managed Front Office Help Desk operations & served as a First point of contact for all the HNI (High Net worth Individuals)
* Involved in upselling of the new offers and resolved any queries with respect to escalations raised for any technical / non-technical issues

##### Freelance Experience

As a **Private Tutor Jan 2016 – Dec 2016**

* Taught English for school students and assisted them in dealing with pressure at various stages of life
* Uplifted their career and instilled faith in achieving any hurdles they face in their life
* Underwent international certification for fiber optics telecommunication
* Guided students to create a calendar of deadlines and compiled priority list for assignments
* Encouraged learning beyond the classroom and textbooks

##### MAJOR ACHIEVEMENTS

* Awarded for the best idea contribution for quality improvement for Shoppersstop.com & Hypercity Retail India limited
* At **Hinduja Global Solutions Pvt Ltd**
* Bagged “Top Gun Award” consistently for 3 months
* Presented with “Hall of fame” twice for being the top performer
* Received client side - Vodafone appreciations for being consistent performer for 6 months and certified as an Analyst by Vodafone

***References are available upon request***