**CURRICULUM VITAE**

NARASIMHAMOORTHY

NARASIMHAMOORTHY.346530@2freemail.com

**OBJECTIVE**

To make a positive impact in my field of activity leading to Organization growth by creative application of my value-based convictions and professional divinity by putting my all efforts in the work that is assigned to me in an Organization where I can grow along with the Organization.

**PERSONAL STRENGTH**

* Strong inter-personal organizational skills.
* Sincerity towards job and punctuality.
* Able to cope with stress.
* Excellent communication skills.
* Can work independently or as a part of team.

**WORK EXPERIENCE**

* 2 years’ experience as Sales Executive in Rook Innovative Solutions, Hyderabad (June 2011-Aug 2013)
* 1 year experience as Customer Service Executive in Pest Control India Private Ltd., Trivandrum (Sep 2013-Sep 2014)
* 2 years’ experience as Sales Executive in Auto Care W.L.L, Doha, Qatar (Oct 2014-Nov 2016)

**CARREER SUMMARY**

* Serves as a basic point of contact for customers with complaints, queries, request, feedbacks etc.
* Proper inquiry generation and handling
* Ensuring timely service delivery and contract closure.
* Maintain broad knowledge of company products, services and promotions.
* Identify and implement new process plan to improve customer support service.
* Prepares daily reports on the daily activities of Customer care team.
* Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner.
* Maintain procedures and processes for first level problem determination.
* Develops as well as maintains the relationship with external parties.
* Responsible for proper scrutiny and recording of the complaints received from customers.
* Coordinates with Technical support team in handling issues.
* Follow-up and track on customer enquiries.
* Maintains record of all enquiries & related details in computer systems.
* Provides all Back-office support tasks like sending and receiving mails.

**ACADEMIC QUALIFICATION**

* MBA from Bharathiar University by distance education in the year 2014-15.
* BCom from V.V.College of Science and Technology, Kanjikode, Palakkad with Second class
* 12th from GAPHSS, Elappully, Palakkad, Kerala.
* 10th from St.Sebastian’s High School, Palakkad, Kerala.

**IT SKILLS**

* MS office and Tally.

**LANGUAGES KNOWN**

* English, Hindi, Malayalam, Tamil, Telugu.

**SKILLS**

* Posses Five years of professional experience in sales field. 2 Years International Experience and 3 years National Experience.
* Ability to deal professionally with a number of external and internal customers.
* Self starter with ability to multi task.
* Effective communication, interpersonal and negotiation skills.
* Identifying customer requirements and developing cost effective solutions.

**CERTIFICATION**

 I, the undersigned, certify that the above statements are true to the best of my knowledge and belief.