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| |  | | --- | | G:\Karthik file\karthik Photo.jpg |   ***Language Known***   * English - (Speak, Read & Write) * Hindi - (Speak, Read & Write) * Tamil - (Speak, Read & Write)   ***Present Visa Status***  Long Term Visa  Date of issue : 14 Feb 2017 | |  | | --- | | **Curriculum Vitae**  **Karthik**  [**Karthik.350384@2freemail.com**](mailto:Karthik.350384@2freemail.com) |  |  | | --- | | ***Objectives*** |     To obtain an excellent career in the industry and to be in a good position in a developing organization, this gives me an opportunity to show the best of my ability and skills practically with hand work and dedication.   |  |  | | --- | --- | | ***Summary of Experience*** | | | I obtain 7 years of Experience in working in different organization, Working experience in customer service, sales agent, my reporting person team leader and Asst manager. Completing the task is my strongest skill. complemented by an extensive experience from various recognized organizations in India |  |  |  |  | | --- | --- | | ***Education*** | | | * Bachelor Of Business Administration * Higher Secondary School Certificate (HSSC) |  |  |  |  | | --- | --- | | ***Additional qualifications*** | | | * Microsoft Office * Typing 34 words per mints * Outlook Express or another email program * Windows Share Folders or other programs for sharing information |  |  |  |  | | --- | --- | | ***Strengths and skills*** | | | * Interacts with people in a diplomatic manner * Quick learner. * Friendly attitude * Flexible personality Problem solving skills * Strong customer service skills * Excellent telephone manner * Ability to work well under pressure * Punctuality and time-keeping |  | |  |  | |

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| ***Working Summary*** |

* **Worked as a Showroom Sales Representative in Citizen Watch Company. India**

**(Since: Sep 2015 to Oct 2016)**

***Job Responsibilities***

* Classify the market level
* Submits orders by referring to price lists and product literature.
* Checking the stocks availability.
* Explain the offers to the customers and dealers
* Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc..
* Shows the new models and upcoming offers to the customers and dealers
* Achieving the given target in sales
* Help management in forthcoming products and discuss on special promotions.
* Record sales and order [information](http://www.jobawareness.com/chief-information-officer.asp) and report the same to the sales department.
* Adjusts content of sales presentations by studying the type of sales outlet or trade factor.

* **Worked as a Indoor Sales Executive in Maimoon Watch Company. India**

**(Since: July 2014 to Aug 2015)**

***Job Responsibilities***

* Making good relationship with customers.
* Maintaining and developing relationships with existing customers in person and via telephone calls and emails
* Checking the quantities of goods on display and in stock
* Collection and billing
* Developed ideas and created offers for supplements and features.
* Successfully operated in a complex sales matrix.
* Organized detailed record keeping
* Monitored and managed store inventory
* **Worked as Senior Customer Service Executive in SM Marains PVT.LTD. India**

**(Since: Feb-2012 to Jun-2014)**

***Job Responsibilities***

* Performs the necessary filling.
* Identify and assess customer's needs to achieve satisfaction
* Handle complaints, provide appropriate solutions and alternatives within the time limits, follow up to ensure resolution.
* Performed a variety of concurrent tasks, handled escalations, time critical issues, maintained time sensitive records and created reports.
* Answered multiple console telephone system.
* Reporting person Asst Manager.
* **Worked as Customer Relation officer in Hinduja Global Solution** **(Domestic),**

**(Since: April-2010 to Dec-2011)**

***Job Responsibilities***

* Worked well with a team of 12 people
* Maintained attendance expectations
* Maintained expectations regarding call quality and resolution time
* Multi-tasked systems while providing service and resolving customer issues, upgrades, etc
* Received several perfect customer feedback ratings

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| ***MY PASSION*** |

* Travelling and exploring new places
* Martial Arts

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| ***DECLARATION*** |

I hereby declare that the above written particulars are true to the best of my knowledge and belief.