**Robertson**

Email: [Robertson.358105@2freemail.com](mailto:Robertson.358105@2freemail.com)

**Career Objective**

To work in a challenging role for an esteemed organization that provides the best opportunities to utilize my talent and leadership skills for professional and personal development.

**Career Summary**

Goal-driven performer in BUSINESS DEVELOPMENT, CLIENT HANDLING & SERVICING. Motivated achiever who is recognized for combining program excellence, integrity, and innovation with best practices and disciplined attention to achieving immediate and long-term goals and objectives. Client-focused relationship manager, dedicated to exceeding client expectations, maintaining strong, fruitful working relationships with customers to gain their trust and respect, offering these core strengths:

* Create and support client retention strategies for existing customer base and for new customers.
* Strengthened working relationships with clients, utilizing excellent communication techniques.
* Customer care skills – Solutions oriented and results driven attitude.
* Strive for success and growth.

**Professional Background**

**Customer Relations Officer**

**6/6/2013 -8/6/2014**

**Lime Light Event Productions pvt.ltd**

**Coimbatore, India**

* Mentored junior customer service employees in responding to non-routine customer inquiries and issues.
* Resolved all customer complaints in a courteous and timely manner.
* Ensured proper handling of all qualified written requests and inquiries.
* Conducted general customer service employee training and provided post-training support as needed.
* Solved customer queries and generated ideas to improve customer's challenges and issues.
* Ensured complete satisfaction and maximum utilization of the product sold to customers.
* Developed long-term and short-term communication strategy to assist rollout of CRM applications.
* Reviewed customer's complaints and initiate solutions in an effective and timely manner.
* Coordinated in a variety of projects from initial to completion stage.

**Business Development Manager**

**6/6/2014- 4/11/2015**

**Lime Light Event Productions pvt.ltd**

**Coimbatore, India**

* Developed new marketing strategies to capture market channels with new clients.
* Brought new processes to firm for its growth, using various marketing strategies and communication skills in order to brand the firm in the market and attract new clients.
* Developed strategies and business for the firm by building corporate relationships with customers and the industry/market leaders.
* Negotiated with customers and clients on behalf of the firm.
* Introduced improvements in business strategies based on customer feedback.
* Expanded business along with the respective market share for the firm.
* Played key role in company initiatives for developing new projects for future use.

**Probationary Officer**

**7/12/2015 - 15/2/2017**

**Prompt co-operative Society-Micro Finance Bank**

**Coimbatore, India**

* Manage the plan and new schemes which are being introduced by the bank.
* Responsible for supervising the each department.
* Make work plan to ensure the quality services.
* Prepare the plan for giving loan and receiving the interest to various organizations.
* Insure the satisfaction of customers.
* Train the new employees.
* Handle all the other responsibilities related to the job

**Key Achievements**

* Regional Gold Medalist in the management programme organized by AIMA( All India management Assosiation)
* Achieved Financial Results – Managed financial aspects of account to ensure plan is met or exceeded in both growth and profitability.
* Participated in a competitive business simulation project - “ Foreign Market Entry and Growth- 2012 conducted by eNova technologies and have won an award of excellence.
* Participated in the zonal workshop titled “Ideas to execution for Entrepreneurs” conducted by IIT Mumbai Eurekha.
* Have attended a “Three Day Entrepreneurship Awareness Camp” organized by Coimbatore Institute of Management and Technology.
* District football and Basketball player.
* Have attended a workshop on networking.

**Educational Qualification**

**2013 MBA Course completed in HR and Systems in KV institute of management**

**and information studies, Coimbatore - India.**

**2011 BCA in KG college of arts and science,Coimbatore - India.**

**2008 XII** from **IMMACULATE MATRIC Hr Sec School, Coimbatore - India.**

**2006 X** from **IMMACULATE MATRIC Hr Sec School,** Coimbatore - India.

**Personal Details**

* Date of Birth : 29.12.1990
* Gender : Male
* Mother tongue : Tamil
* Nationality : Indian
* Marital Status : Married
* Languages : Tamil, English
* Issue Date : 07/01/2013
* Expiry Date : 06/01/2023
* Visa Type : Visit Visa

**Declaration**

I, Robertson hereby declare that all the details furnished above are true to the best of my knowledge.

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