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**MUTYALAPALLI**

**MUTYALAPALLI.363718@2freemail.com**

**CAREER OBJECTIVE**

To obtain employment as a Service Advisor with the Transwest. Offering expertise in liaison services and the ability to maintain and expand on the company’s customer base..

**WORK EXPERIENCE**

* 2 Years Work Experience in TVS Showroom in India. Working as a Service Advisor.
	+ Duties
		- Served as the primary point of contact for customers
		- Communicated status of job service as necessary
		- Worked with customers to identify service needs
		- Advised customers for needed repairs when appropriate
		- Determined product warranty status and assisted in processing customers’ warranty claims
		- Maintained liaison with managers to ensure priority work management
* 3 Years Work Experience in Pavan Honda Bike Showroom in India. Working as a Service Manager.
	+ Duties
		- Responding to issues such as service inquiries, problem resolution, and retaining accounts.
		- Handling customer escalations and all customer relations issues.
		- Writing reports and business correspondence.
		- Relaying information in a concise and clear manner.
		- Managing customer expectations.
		- Building customer relationships and loyalty.
		- Quickly researching and investigating issues that concern a customer.
		- Managing customer service teams, processes, and polices.
		- Creating work schedules.
		- Conducting visual observations of how staff speak to customers.
		- Allocating staff resources.
		- Preparing daily, weekly, and monthly reports for senior managers.

**EDUCATIONAL QUALIFICATIONS**

* Completed Higher Secondary Education
* Completed Secondary Education

**TECHNICAL QUALIFICATIONS**

* AUTOCAD
* MS Office

**KNOWN TECHNOLOGIES**

* Operating Systems: Windows XP, 7,8

**PERSONAL DETAILS**

Issue Date : 25-01-2017

Expiry Date : 24-01-2027

Language : English, Hindi & Telugu

**KEY SKILLS AND COMPETENCIES**

Customer Service Skills

* Dealing with customers and clients in a courteous, professional and diplomatic manner.
* Capable of influencing the opinions of customers.
* Winning over customers.
* Establishing and maintaining positive customer relationships.
* Able to adapt tone, language and style for different customers and situations.
* Able to handle complaints, aggressive customers and difficult situations.
* Visiting important accounts and clients to maintain good relations.
* Delegating work according to an employee’s abilities and skills.
* Effectively presenting information.
* Building up effective customer service teams.
* Willing to work nights, weekends, and holidays.
* Ability to lead and motivate.
* Root-cause analysis.
* Analyzing and planning workflow.
* Able to handle unreasonable expectations.

Personal

* Ability to act on own initiative.
* Being patient with demanding customers.
* Well presented, polite, tactful and friendly.

**HOBBIES**

Travelling, Swimming, Readings, Playing Cricket.

**DECLARATION:**

I hereby declare that the information furnished above is true to the best of my knowledge.

I am confident of my ability to work in a team.