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| --- | --- |
| **SUJITH****SUJITH.366755**  | **Sujith** |

**PROFESSIONAL PROFILE**

A competent professional with **6 years** of total experience in the areas of:

**Customer Service - Administration**

Proficient at providing value added customer service by resolving customer issues and ensuring their satisfaction with the product and the service norms.

An effective communicator with excellent relationship building and interpersonal skills.

**ACADEMIC PROFILE**

* **Edexcel BTEC- Professional Development Diploma in Management Studies- NVQ LEVEL 5/[Post Graduate Diploma in Management Studies (FHEQ- Framework for Higher Education Qualification)/ Advanced Professional Diploma- (NQF) REVISED LEVEL 7] from The College of Central London, London, United Kingdom. Qualification recognised by Chartered Management Institute(CMI), UNITED KINGDOM**
* **Certificate of Eligibility for fast Track Membership of Chartered Management Institute, United Kingdom**
* **B.B.A (Bachelor of Business Administration**) from (**Sikkim Manipal University)**

**CAREER PROFILE**

**M/s. M.O Poonnen Melamparampil July 2013- September 2014**

**Customer Care Executive cum Admin Assistant**

*Melamparampil group is a reputed company in Kerala, dealing with construction related materials and hardware*

 **Ac*countabilities***

* + Answered customer’s queries about merchandise and advised customers on merchandise selection
	+ Making records of customer complaints and transfer to appropriate department
	+ Coordination with back-end departments at various levels for timely resolution of customer queries
	+ Building a strong customer rapport by maintaining a cordial relationship and winning customer confidence

**TELEPERFORMANCE (NOKIA Process) March 2012 – July 2013**

**Customer Care Executive (Back-end)**

*Teleperformance is the leading customer partner for Nokia in India*

***Accountabilities***

* Dealing with warranty and repair related concern of Nokia Customers
* Escalating warranty and repair related concern of Nokia customers to appropriate department if necessary
* Resolving technical concerns related to Nokia devices
* Informing Nokia Customers regarding purchase plans and offers that can give customers the incentives to stay with the company

 **RELIANCE CAPITAL November 2008- April 2011**

**Sales Manager**

*Reliance Capital is a part of the Reliance Group. It is one of India's leading and amongst most valuable financial services companies in the private sector.*

#### *Accountabilities*

* Identifying prospective clients, generating business from new accounts and developing them to achieve consistent profitability
* Furnishing additional revenue generating solutions and referrals through existing accounts
* Assembling with decision makers to introduce new products and services for existing and new accounts
* Rendering work leadership while working in conjunction with Sales Support Representatives
* Building and maintaining healthy business relations with major clients
* Utilizing market information and personal network to develop marketing intelligence for generating relevant lead**s**
* Regular follow-ups and generating new business from new and existing customers
* Assisted in sales and marketing, staff recruitment and development, and promoting the very highest level of service

**THOMAS ENTERPRISES Ltd.- GIFT SHOP, Craven Park Road, London October 2005- January 2007**

**Customer Service Executive**

***Accountabilities***

* Responsible for communicating with customers regarding promotional offers
* Handle all duties regarding to clerical and customer service
* Took inventory and examined merchandise to identify items to be reordered or replenished
* Assess customer requirements and convey this to the store manager

**PERSONAL PROFILE**

Date of Birth : 16th August, 1982

Marital Status : Single

Sex : Male

Nationality : Indian

Languages Known: English, Hindi, Malayalam