***Jayaram.371498@2freemail.com*** ******

***Mr. Jayaram***

***Career Objective:***

To work for an organization which provides me the opportunity to improve my skills and knowledge to growth along with the organization objective.

***Summary of Skills:***

* Ability to achieve maximum productivity at minimum cost of the company
* Good leadership and team management
* Can work under high pressure
* Good communication and interpersonal skills
* Positive Thinker, ability to work as individual as well as in group.
* Willingness to learn new things.
* Understanding the needs of customers and offering them superior products and service
* Excellent persuasive and customer service skills

***Work Experience:***

***Sales Team Leader (***sales team management & administration)
Maruti Suzuki Popular Vehicles & Services, Trivandrum, Kerala, India
May 2015 – July 2016

* Managing & supervision of team members and support team.
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
* Keep records of customer interactions, process customer accounts and file documents.
* Track stocks of vehicle availability and place orders when necessary.
* Assist team members whenever necessary.
* Supervise team, promote productivity and performance.
* Submit timely reports and prepare presentations/proposals as assigned.
* Prepare and manage timelines for marketing projects.
* Other duties, as assigned.

***Sales Executive*** (sales and marketing)

Maruti Suzuki Popular Vehicles & Services, Trivandrum, Kerala, India

August 2013- April 2015

* Conduct market research to find answers about consumer requirements and trends.
* Build sustainable relationships and trust with customer accounts through open and interactive communication.
* Generate sales leads & meet sales targets and call handling quotas.
* Identify and assess customers’ needs to achieve satisfaction.
* Follow up customer inquiries.
* Plan and participate in corporate events.

***Inventory Co-ordinator***

WESCOSA– Dammam, Kingdom of Saudi Arabia

April 2011- May 2013

* Coordinate with purchasing department to obtain parts ordered for upcoming projects.
* Monitor and produce daily materials requirement report for various workstation.
* Administer computer related transaction as per daily activities.
* Administer issuance of purchase orders for other related programs.
* Monitor efficient shipment of materials.
* Perform regular activation and prepare performance based reports for inventory.

***Management Trainee (***Food &Beverages Service)

LEELA HOTELS & RESORTS Kovolam, Kerala, India

July 2009-2011

* Provide guest need food and beverages services with good standards.
* Properly take guest orders
* Inform service and facilities of property.
* Keep property standards

***Software Skills:***

* Operating System familiarity – Windows all editions & iOS
* Packages-MS Office, Photoshop

***Education:***

* Bachelor’s Degree Hotel Management from Punjab Technical university 2009
* Diploma in Computer Hardware & Networking

***Projects:***

* Responsible for resolving customer complaints on performance bottlenecks.
* Providing value added customer services by attending customer queries and issues.
* Monitoring the team performance and providing inputs for improvement.
* Allocating work to the team members and ensuring its timely completion.

***Achievements:***

* Proficient in managing and leading teams for running successful business process operations with proven ability of achieving Service Delivery/Process Targets.
* Demonstrated competence at maintaining cordial relationship with customers, ensuring quality and service norms to achieve customer satisfaction and business retention.
* Excellent interpersonal, communication and organizational skills with proven abilities in team management.

***References available upon request***