**Shamanth**

Visa Status: Residence Visa

**Email:** [**shamanth.376985@2freemail.com**](mailto:shamanth.376985@2freemail.com)

**Summary**

Customer Support professional with more than **4+** years combined work experience in, customer service and Sales / Semi technical .Skilled in leading sales teams to penetrate new markets with latest products to achieve sales goals.

* Successfully handled sales team and supervised new subordinates closely.
* Exceptional customer relations with high quality work.
* Well handled Customer Queries.
* Experienced in Customers call handling.
* WellExperienced in Indoor sales and cold calling.
* Knowledge of Bookkeeping of financial documents, General Leger & Treasury accounts.
* Knowledge of Preparing Financial Reports like P&L, Balance Sheet, Trading and Cash Flow Statements.
* Knowledge of managing Tally ERP.9 accounting software.

**Work Experience**

Emerging Technologies (Etisalat Premium Channel Partner), Dubai, UAE

**Sales Executive (Etisalat- UAE Clients)** Nov 2017 – April 2018

* B2B selling of Etisalat products to SME division
* Cold calling and Fixing up appointment with new customers
* Maintaining communication with management to ensure marketing activities aligned with business goals
* Handling existing companies & follow-ups with their new requirements & Complaints.
* Maintaining Incident Management database to ensure accuracy and completeness, providing end to end support for involved support team with their obligation to resolve the incident and updating data into database in a timely fashion
* Sending out executive alerts/communication mailers on any severity issues

First Source Solution Pvt. Ltd, Bangalore, India

**Senior Customer Service Executive (Airtel Telecom)** April 2016 – May 2017

* Provide Internet services to Airtel customers and Broadband connection to Corporate & Government sectors in
* India.
* Monitored & responsibly handled calls & processes as assigned.
* Followed up ensuring relevant actions were taken on clients complaints resolve customer query issue.
* Managed to keep records of customer interactions, transactions, complaints, comments as well as actions taken, process orders, forms and applications

Aditya Birla Minacs Pvt Ltd,Bangalore, India

**Customer Service Executive (Apple iTunes- Email Semi Technical)** Nov 2013 – July 2014

* Handled customer interactions
* Ensured appropriate Apple Products and collection procedure maintaining the customer service focus Drafting Emails through iLog professionally providing complete information about products, taking details about Apple Products complaints.
* Monitor and update all the Apple Products information in iLog Application. Using Cann Response from Apple iLog Application to customer.
* Providing the Apple related Technical queries to the customer.
* Work closely with the team to provide comments and details as required

Hinduja Global Solution Pvt Ltd, Bangalore, India

**Customer Service Executive (Hope Foundation)** June 2011 – Mar 2013

* Provide Hope Foundation information to customers and explain our charity to corporate & Government sectors in India.
* Answering and making calls professionally providing complete information about Hope Foundation
* Preparation and review of payoff of charity funds and update of reports
* Monitor and update funds information including payment processing by donors
* Work closely with the team to provide comments and details as required

**Education**

|  |  |  |
| --- | --- | --- |
| Course | Year of Passing | University |
| (B.Com) Bachelor of Commerce | July, 2015 | Mysore Open University |

**Computer Skills**

* **‘Microsoft Office’** & ‘**Advance Excel’**
* **‘Tally.ERP 9’Accounting Application and VAT Software**
* **Oracle (SQL)**

**Additional Section**

**Personal Details:**

Date of Birth : 08.11.1986

Marital Status : Single

Nationality : Indian

**Languages Known:**

* English (Fluent)
* Hindi (Native)
* Kannada (Native)

**Passport Details:**

Date of Issue : 20 Sep, 2012

Date of Expiry : 19 Sep, 2022

Place of Issue : Bangalore (India)

**Declaration**

**I hereby declare that the above furnished information is true to the best of my knowledge and if Given an opportunity I promise to give the best of my abilities to the organization.**

**Shamanth**