**CURRICULUM VITAE**

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| ARUL  Email: [arul.389959@2freemail.com](mailto:arul.389959@2freemail.com) |

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|  | *Objective*  To work in a professional atmosphere with a level of satisfaction and provide best efforts for the success of the task provided and hence to contribute meaningfully in the progress of the organization I serve.  *Strengths*   * Solid team player with very good interpersonal skills, decision maker, well organized, resourceful and committed. * Ready to take up new and challenging tasks and analysing the problems with team and give the best possible solutions. * Friendly, ability to understand people, hard working.   *Skills*  OPERATING SYSTEM : WINDOWS XP  OTHER APPICALTION : MS WORD , EXCEL  & POWER POINT  ***Academic Details***  **Degree:** Bachelor of Business Management (B.B.M).  **Institute:** SJRC Collage of arts and science, Bangalore  **University:** Bangalore University. Karnataka.  **Year of passing:** 2013. |

**Professional Experience:**

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| **Organization** | **Vodafone** |
| **Designation** | **Customer Service Executive**  **(May 2010 – May 2012)** |

*Front Office Functions:*

* Retail Sales Service Operations.
* Handling of Sales –Prepaid, Post Paid, Data, Vas Etc.
* Retailer service assisting as per Retailer requirement and all retailer issue with efficient manner.
* Stock management as per requirement of the Company Objectives.
* Worked as an executive for telecom business, handling cocp store retail business for walk-in –customer. Assessed clients’ requirements and recommended policies as per their needs and budget.
* Taking care of HNI customers building relationship with them so as to get better penetration on business and cross selling with wide products.
* Responsible for sales calculation on each executive of stores.
* Responsible for retention &amp; sales target achievement.

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| **Organization** | **ALPHA TEHNOLOGIES** |
| **Designation** | **SALEX EXCUTIVE**  **(June 2012 – June2015)** |

* Taking care of HNI customers building relationship with them so as to get better penetration on business and cross selling with wide products.
* Maintaining clients in terms of call handling, case handling and emails and end to end follow-up on the cases, proper handovers with updates
* Worked in alpha technologies as senior executive.
* Providing email support to the Customer for any Billing and Accounts issues.
* Providing troubleshooting information to the cocp accounts for any error on fixed leased line issues.
* Co-coordinating with cocp customers and providing support on PRI &amp.
* Strengthening Distribution by increasing Sales Outlets, SIM Selling Outlets, Data Selling Outlets to the maximum possible extent in the assigned territory.
* Coordinate with cross sell manager regarding telecom products.
* Providing troubleshooting information to the cocp accounts for any error on fixed leased line

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| * **Organization** | **FLASH SPECIALIST (SHARJAH)** |
| **Designation** | **BUSINESS DEVELOPMENT EXCUTIVE**  **(JULY-2015 – DECEMBER2018)** |

* Out Door Sales Functions*.*
* Quoting Conveyor Equipment and Ancillary Components to provide solutions for customer application.
* Determining customer expectation and defining them in the quote.
* Ability to organize and prioritize work while demonstrating high attention to details and timeliness Strong communication skills (written, verbal and listening).
* Organizing and Holding Project Kick off meeting to discuss customer specification, unique equipment design, short lead time components and establish completion schedule.
* Demonstrating how a product meets a client’s needs.
* Providing sales support during virtual and onsite client meetings.
* Liaising with both current and potential clients to develop existing and new business opportunities.
* Identifying the customer's current and future requirements.
* Preparing reports for head office and senior managers
* Offering after-sales support services.
* Demonstrating products, services and solutions to potential clients.
* Preparing and presenting potential cost benefit analysis to potential clients.
* Maintaining existing, long-term relationships with customers.
* Travelling to visit potential clients
* Negotiating tender, contract terms and conditions.
* Experience also within high service level of mechanical, Industrial and Automation products.
* **KEY SKILLS AND COMPETENCIES**  
    
  Sales and Service.
* Experience of a Sale Engineer’s role.
* Solving complex [technical](https://www.dayjob.com/) problems in a systematic way.
* Prepare and deliver executive level presentations.
* Strong consulting and needs assessment skills.
* Strong time, project management and multi-tasking skills.
* Ability to conceptually adapt technologies to fit various ideas.
* Strong written and verbal communication skills.

**AREAS OF EXPERTISE**

* Customer Service.

*PERSONAL DETAILS*

Father name : Elagoavan .K

Date of birth : 01-may-1989

Gender : Male

Marital Status : Single

Languages known : English, Hindi, Tamil, Malayalam, Kannada & Telugu.

DRIVING LICIENCE : U.A.E Valid Driving License (Automatic).