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**Personal Summary**

Having over 16 years experience in Operations, Marketing & Customer Service in Automobile [**KIA Brand**], IT and other Service industries with invaluable exposure in the above departments of leading companies. Highly focused with a comprehensive knowledge of how to maintain a professional, helpful and courteous relationship with allocated customers.

Being, highly enthusiastic and proactive towards work, would ensure that customers receive an excellent level of service whilst at the same time growth for the company. Based on my profile and experience, presently, looking for a senior position in Customer Care / Marketing & Service Operations / CRM department with a reputable company.

**Highlights**

Client relations specialist Deadline-oriented

Focused on customer satisfaction Marketing savvy

Conflict resolution techniques Meticulous attention to detail

**Achievements**

Improved Customer retention through various activities. Also, played an instrumental role in increasing customer satisfaction ratings index.

**Career History**

**M/s Dana Motors, Lagos, Nigeria**

Customer Care Manager (Feb 2007 – Nov 2013)

Providing the necessary support, assistance and advice to the customer who uses the company’s products or services. Also responsible for service marketing, post-service follow-ups, KPI’s, organizing free service camps, corporate visits to enhance business, arrangement of courtesy vehicles, credit control among others. Handling enquiries related to sales of new vehicles.

* To oversee day-to-day operations of Customer service center including employees and supervisors.
* Work with scheduling software to ensure that customers are scheduled for maintenance.
* Plan, prioritize and delegate work tasks to ensure proper functioning of the department.
* Coordinating with parts and service department on a regular basis for updates.
* To handle complex and escalated customer service issues via email, letters and personal visits and ensuring all issues are brought to a satisfactory conclusion.
* Identify and implement strategies to improve quality of service, productivity and profitability.
* Handled major corporate for Sales of news vehicles.
* Involved in developing and maintaining the Service Level Agreement.
* Responsible for service follow-up, service marketing, conduct ongoing analysis of customer service programs to enhance business.
* Develop relationships with corporate to understand their service requirements.
* Responsible for and conducting activities to enhance new business opportunities for the company’s growth.
* Liaise with company management to support and implement growth strategies.
* Evaluate performance of staff and identify staff for training and coaching needs.
* Monitor accuracy of reporting and data base information and making monthly analysis of vehicle inflow, delivery, etc.
* Responsible for internal company fleet management.
* Maintaining a very healthy atmosphere in the front office and ensuring

Overall smooth operation.

**M/s Zenith Computers Ltd, Andheri, Mumbai**

## Business Manager (Feb 2006 – Jan 2007)

## Responsible for the sales and service of company’s products and services. In coordination with the Operations department, ensuring the required products is delivered on time to the customers and is satisfied in all aspects.

* Handling major clients like ICICI, HDFC, Kotak Group, etc andmanagingkey accounts**.**
* Maintaining relationship with top-level corporate executive for regular orders**.**
* Interacting with the factory and the operations department to ensure smooth flow**.**
* Breaking into new accounts and also participating in online bidding**.**
* Overall managing to provide the best possible service**.**

**M/s. Microcel, Andheri, Mumbai**

Sr. Manager, Sales & Marketing (Feb 2004 – Feb 2006)

Responsible for Sales & Marketing role for promoting company's IT solutions and IT enabled Products and services, which includes Biometric S/w & Hardware Solutions, 3D S/w & Hardware-Techno Entertainment Solutions to corporate/Govt. Institutions and small & large entrepreneurs. Also, ensuring the highest level of customer satisfaction.

* Responsible for indoor and outdoor sales.
* Maintaining correspondence with Clients / principals; Public relations; Maintaining

good relations with client's top Executives/Directors.

* Coordinating with other departments like Administration and Technical

to ensure smooth flow.

* Achieving defined sales targets from teams by motivating and driving the sales

force for achievement of defined sales targets.

**M/s. Enlink Infotech, Vashi, New Mumbai**

Client Service Manager (Nov 1999 – April 2003)

Responsible for day to day operations of a team handling customer queries through email and chat. Ensuring all the customer queries are answered to their satisfaction. Also, conducting market survey to generate new business.

* Preparing all the reports, documentations and other administration works like

managing corporate correspondence, billing, etc

* Performing market research to work out strategies to generate new business.
* Develop and execute sales plans via cold calling, scheduling appointments,

exhibitions and presentations.

* Duties entail timely and accurate client reporting, call monitoring, arranging

training sessions and interaction between client, Senior Management,

technology and the Operations department.

* Managing delivery of customer care services in a fast-paced environment.

**M/s. Suman Motels Ltd, Thane, Mumbai**

Sr. Customer Service Executive (Sep 1995 – Mar 1999)

Promoting the concept of investments and holiday timeshare by way of cold calling and enquiries. Generating business and ensuring the customers are satisfied.

* Meeting individuals and corporate people, appointing distributors/agents for company’s products and services.
* Taking care of client reservations, resort bookings and other admin related

works.

* Develop a good number of viable prospects for active targeting, working

out sales strategies by way of cold calling, scheduling appointments, arranging

exhibitions, etc.

* Co-ordinating with the customers to ensure excellent Customer Service.

**Qualification**

Passed BBA and MBA from University of Hollistic Science, USA

Diploma in Computers from Boston Computers, India

Certified Expert in KIA Service recognized program.

Skill Sets : MS-Word, Excel, Powerpoint, Internet. Typing 60 wpm.

Well versed with IIPL-automotive Software package.

**Personal Details**

Date of Birth : 09th July 1970

Sex : Male

Nationality : Indian

Marital Status : Married

Languages Known : English, Hindi, Marathi & Malayalam