**** RANJITH

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\*\* *Stay on course with emerging technologies keeping the learning curve always open picking up the right skill*\*\*

A high performing Customer Service Professional with over 18 years’ experience in UAE, Oman, KSA & India within the Trading and Manufacturing industries having demonstrated abilities in critical business application areas aligning with modern technologies is looking for next stage in career to fully utilize customer service experience with the execution of technical knowledge.

STRENGTHS

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| --- | --- |
| * Sales Coordination & Customer Relationship Management (Outlook, Evernote & Oracle CRM) | * Document Management (Metadata driven Search, SharePoint Document Library & Workflows) |
| * Business communication & telephone etiquette | * Content Management (SharePoint & Office 365) |
| * Collaboration (Office 365 Groups, Team Sites & OneDrive) | * Self-Service Business Intelligence & Data Analysis (Power BI & Power Excel) |
| * Purchase, Inventory and Order Management (Oracle ERP) * Business process automation with Flow | * Mobile outreach with Power Apps creating self-service no-code solution * Automated reports in MS Access |

SELECTED ACCOMPLISHMENTS

* Performed in the leadership position acting as primary point of contact concerning customer enquiries, problem solving and customer relationship management.
* Enhanced efficiency in accounts receivable processing through automated data capturing of documents and having compared it with CRM sales report to find out any mismatch or missing of records thus avoiding manual checking.
* Improved scalability of critical business intelligence report through the introduction of Self-Service data analysis tool by creating dashboards and publishing it on the web for compelling visualization and real-time data insights.
* Augmented business process through the implementation of various custom-made solutions in Access, SharePoint, Power BI, Power Excel and Power Apps.
* Created collaborative frame work in Office 365 enabling features in SharePoint, Office Groups, OneDrive, Outlook and Planner for file sharing, communication between team members and process automation.

OCCUPATIONAL CONTOUR

**download (12).pngCustomer Service Co-coordinator** **2005 – Present**

Medysinal FZCO, Dubai, UAE

* Aggressively pursued all day-to-day sales operations delivering all-around service to the customers
* Conducted sales follow up calls which indirectly helped customers to prepare for their orders in advance
* Created unified data-set for BI tools minimizing the possibility of important information being trapped in data silos
* Prioritized and scheduled customer orders with optimum utilization of available resources
* Brought digital transformation with cleaning up of unstructured data into tabular model of data
* Created an environment for paperless office by converting scanned documents into electronic enabling meta-data driven search
* Empowered workplace mobility with cloud based storage and self-service no-code business Apps
* Converted sales lead into confirmed sales orders through proper follow-up and action
* Cemented strong relationship with customers focusing on transparency and patient hearing
* Provided problem solving initiatives to the customer complaints on telephone and through email
* Well versed with prevailing local & GCC market situation pertaining to import & export
* Processed customs and shipping documents for import and export
* Conducted email sales-campaign with design templates through freely available basic email marketing service

**Administrative Secretary** **2002 –2004**

Oriental Group of Co., Muscat, Oman

* Organized large number of office files, technical documents, company catalogues through document management database created in MS Access
* Plan and organize work activities; recommend improvements in work flow, procedures, implement improvements as approved; develop and revise office forms and report formats as required and organize and maintain filing systems
* Followed up of raw material and spare parts purchases. Oversaw matters related to imports and clearance of shipments
* Prepared special ad hoc reports and performed special projects required researching, gathering, and organizing information from a variety of sources
* Received client representatives on office visit by taking care hotel bookings and travel arrangements

 EDUCATION AND CREDENTIAL

**Bachelors,** Physics (Grade Distinction) 1990

*Calicut University, Kerala, India*

**Certification,** **Microsoft Certified Technology Specialist MCTS** (***SharePoint*** *Configuration*) 2009

**Certification,** Base Program in System Management 1993

*NIIT, Mangalore, India*

**Diploma,** Software Engineering 2001

*Suntech, Mumbai, India*

**Diploma,** Computer Hardware Maintenance 2000

*Microbits, Mumbai, India*