**Name:** Gollamandala

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# CAREER OBJECTIVE

# Articulate and Intuitive lead offering a solid and progressive experience in Sales, Customer Service, Telesales, Telemarketing and Client Relationship Management. Entrepreneurial minded with a talent for establishing and implementing successive plans and programs aligned to corporate needs.

# Looking to start a new challenging position in UAE with an organization to meet my competencies, capabilities, skills, education and experience

# SKILLS

* Business Operations in the firms of Administration and Management.
* Microsoft Excel, Microsoft Word, Microsoft Power Point with the ability of MIS work.
* Handling complex data through excel tools like H-Look ups, V-Look ups, Functional keys etc.
* Strategic Thinking, Analytical Skills, Numerical Skills, Creative Problem Solving
* Work Ethic, Integrity, High Pressure Working, Professionalism, Adaptability, Goal Orientation
* Leadership, Teamwork, Coordination, Conflict Resolution
* Communication, Negotiation, Presentations, Reporting

# PROFESSIONAL EXPERIENCE

**Team Lead - Sept 2017– Till Date**

**Z AXIS TECH SOLUTIONS (India)**

**Key Responsibilities:**

* Leading a team of Customer Service Executives and help them to achieve the given targets by analyzing the progress
* Track and maintain the daily sales submission reports to prepare the team for further business processing. Sending out the daily, weekly and monthly reports to the higher management
* Reporting to the managers regarding the progress of the team and discuss about the betterment of the team by taking suggestions, making decisions and implementing the right one’s so that the sales are better and goes to best to help of company’s growth.
* As of the process "Bargain Breaks" it is a Holiday package tele-selling process to the Australian customers through outbound calling.
* Maintaining a positive and cooperative tone with both customers and co-workers
* Handling the escalation calls according to the client prospective situation and make sure that the mistake will not be repeated if it is done by the team.

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 **Reporting Admin Manager - Feb 2015 – Mar 2017**

 **VIBRANT LIVING PVT LTD (India)**

**Key Responsibilities:**

* Under taken as a Reporting Manager are Administration, Accounting, Customer Handling, Customer Service, Recruiting, Marketing, Retailing and partial accounting.
* Maintaining the client information and tracking the daily business performance for the company’s growth.
* Identifying prospects and evaluating their position in the industry, researching and analyzing sales options.
* Managing the phone calls and emails from and to the clients. Scheduling the appointments of the Managing Director and planning the meetings.
* Make a good use of my organizational skills to manage the office space and time in a better way.
* Maintained relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
* Staff coordinating for the daily tasks to be completed on time and with the quality assurances.
* Prepared reports by collecting, analyzing, and summarizing information.
* Prepared team performance reports in weekly basis and track the performance of the team. Managing the performance of the team in the right way to achieve the goal needed.
* Prepared the monthly salary sheets of the team and make sure that the accounts are maintained properly through the accounts department.
* Maintained quality service by establishing and enforcing organization standards.
* Contributed to team effort by accomplishing related results as needed.

**Logistic Admin - May 2013 - Sept 2014**

**JONES LANG LASALLE (India)**

## Key Responsibilities:

* Provided with flawless Customer Service for the employees of United Health Group Organization from transport department.
* Day to day reports preparations, documentation and look after the compliance.
* Routed the cabs to the employees according to their destinations and look after the transportation, logistics.
* Route Mapping, Logistic Reports preparation, Information management on the compliance side and updating the routes of the city into the integrated system with the help of google maps and excel tools.

**Supervisor and MIS - July 2010 – Mar 2012**

**UNINOR TELECOM LIMITED (India)**

## Key Responsibilities:

* Managed the sales and marketing as a Trade Marketing Supervisor
* Have done the sales through the promoters and for the merchandising of the product in the market through the merchandisers who are appointed under me as a team
* Prepared the reports of the sale done through the tools like excel & so, in daily and weekly basis.
* Prepared the monthly reports and discuss the strategies and the plans to be taken to improve the sales, performance of the team
* Handled the complex data of the sales in the given zone on monthly basis and handle the reports to higher officials

# EDUCATION

**Bachelor of sciences, computers | pursuing- dme | INDIA**

Major: COMPUTERS