**Kiran**

**CORE COMPETENCIES**

* Business Operations
* Customer Relationship

Management

* Vendor Management
* Risk Mitigation
* Strategic Planning
* Inventory Management
* Key Account Management
* Relationship Building
* Liaison & Coordination
* Team Management

**EDUCATION**

* **B A** from Open University, in 2000

**PERSONAL DETAILS**

**Date of Birth:** 21st Dec 1977

**Languages Known:** Kannada, Marathi, English, Hindi, Konkani.

~ *An accomplished professional with a dynamic career in* **Business Operations*,* Customer Relationship *Management,* Key Accounts Management, Vendor Management***across multiple categories, leading high growth for the organization*~

Industry Preference: Banking, Retail

**SUMMARY**

* A competent professional with 17 years of experience in **Business Operations Customer Relationship**, **Acquisition and Process Management,** **Customer** **Delight & Engagement Life Cycle management**
* Expertise in **Customer Life Cycle** **Management** thru Proactive Retention Measures, Usage Monitoring, Dunning Prevention, Frequent health checks, Customer Care, Vendor Co-ordination.
* Skilled in market forecasting and formulating strategies to exploit business opportunities; expertise in implementing cost saving measures to increase profitability
* Exploring more comprehensive Ventures in the arena of Service Delivery@ Middle level mgmt.
* Adept in internal functions of preparing reports and analysing with reports.
* Possess excellent interpersonal and organizational skills with proven abilities in team management and customer relationship management.
* A result oriented professional with strong analytical, communication, interpersonal and negotiation skills



***PROFESSIONAL SNAPSHOT***

* **Deputy Manager with Bank Ltd. | Dec 2013 - May 2018.**
* **Area Service Manager with PE Electronics Pvt Ltd. (Synergy services and Quick Services) | GOA**

 **Dec 2011 - Oct 2013**

* **ASC Manager with S.S. Mobile Technologies Pvt Ltd. (MTI Group of Telecom) | Bangalore**

**Sep 2008 - Nov 2011**

* **Product Head with Ucom Technologies Pvt Ltd. | (Motorola &amp; MultiBrand Authorized Service Centres)** - **Aug 2006 - Aug 2008**
* **Technical Engg with KPMB Klick Softech Pvt. Ltd. | Belgaum | Nov 2001 - July 2006**

 **BANK BASED LTD**

**Service Delivery Manager - Dec 2013 - May 2018.**

* Responsible for Managing upcountry territory which includes 01 hub & 8 spoke locations
* Handled a Team of executives and primarily responsible for life cycle management of Merchants
* Responsible for merchants on boarding & life cycle management by maintaining 90% on Installation TAT with 100% accuracy in Asset management activity,
* Responsible for merchant satisfaction by timely resolution with 100 % accuracy in quality closure of complaints and region's compliance on Audit which is one of the critical areas for the unit.
* Responsible for maintaining compliance as per bank audit parameters
* Responsible for other activities including – IT infrastructure monitoring, Version control on EDC terminals, field roll out & feedback sharing on product enhancement etc.
* Responsible to generate Revenue growth to the unit through cross selling Retail asset products & General Insurance.
* Responsible for terminal distribution management across spoke locations and for recruitment and staffing across **ROKAR** region & was also a single point of contact for upcountry branches for any EDC related issues.

**PE Electronics Pvt Ltd. (Synergy services and Quick Services Sister Consultant for Videocon group of companies) GOA**

**Dec 2011 - Oct 2013**

**Responsibilities/** Key-Role

* Ensuring the customer complaints are resolved without any delay
* Managing Customer queries, feedback to dealer, sub-dealer and sales team
* Managing Philips service partners (Only installation, complaints of video section in north and south goa).
* Managing Electrolux service partners. (North and South GOA)

**S.S. Mobile Technologies Pvt Ltd. (MTI Group of Telecom) Bangalore**

**Sep 2008 - Nov 2011**

**Responsibilities/** **Key-Role**

Worked as an Authorized Service Centre for AIRTEL STB Reliance and Hathaway, Den Network (Set top box), For all the L1, L2, L3 level repairs of the Airtel GSM Phones In addition, we are providing L1, L2, L3, services for Setup Boxes of Airtel, Hathway, Den Network Maintaining Daily and Monthly Report, Reporting to General Manager and to Country Wide Manager, Maintaining inventory and Office Related Expenses and Leading Team of 16 Engg.

## **Highlights**

* Played a key role in setup branch office in Bangalore Karnataka.
* Taken proactive measures to have the base active hence contributing to revenue enhancement.
* Conducted Periodical vendor Relationship Programs, Service visits to vendor.
* Framed a process to have close monitor on AIRTEL HD SET TOP BOXES GSM Phones.
* Actively coordinated with HO team & vendor heads for the Retention tools and for the required revenues.
* Actively coordinate with BSNL WLL repair revenue collection.

**Ucom Technologies Pvt LtdRetention Officer, | (Motorola & MultiBrand Authorized Service Centres)**

**Sep’04 to April’07**

Karnataka Circle Office. | Aug 2006 - Aug 2008 It is a Sister concern of M-dr Singapore, Providing Services For Motorola, ZTE, HP, O2, Airtel & LG.in India. It has 85 Centers all over India providing customer services.

**Responsibilities/** **Key-Role**

Motorola & Multi brand Authorized Service Center in Karnataka Circle. Controlling and Providing technical guidelines to Authorized Service Centers and Customers in Karnataka State. Ucom Tech. Pvt. Ltd. providing services to Motorola mobiles & Resolving day-to-day Customer queries related to Product (O2, HP & MOTOROLA, TATA WLL/GSM Phones) Through Telephone, Mail, Maintaining spare part inventroty etc. Companies such a HP and O2 Compiling daily Reports and interacting with the Principle.

**KPMB Klick Softech Pvt. Ltd. | Belgaum |**

**Nov 2001 - July 2006**

**Responsibilities/** **Key-Role**

* Resolving queries & complaints/ service-related complaint. Monthly achievement of sales revenue through technical assistance. Best follow up with all the best quality parameter within the set period.
* To identifying and retention of new customer base.
* Identifying new customers in order to check their documents.
* Management of the Stock Inventory Management.
* Customer service orientation.

Yours Sincerely,

 **(Kiran)**

Contact Details:

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Reference : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com

YouTube Video CV

<https://www.youtube.com/channel/UCdsv_v9Czkx2Dc8bW4Bt4wA>

 View My CV on Gulfjobseeker.com CV Database

 <http://www.gulfjobseeker.com/employer/cv_database_highlighted_cv_freetocontact.php>

 Chat with me Live on Zoom

<https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>