



**P.KARTHIK**

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**Brief**

Insightful experience of with 12 years in the areas of Service Management with Excellent Interpersonal, Communication and Organizational skills with demonstrated abilities in team handling & building, crisis management MIS and recruitment, presently being associated with Sri Ananth Maruthi Pvt Ltd as Cluster Area Service Manager for Chennai.

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❖ **Professional Experience**

**SRI ANANTH MARUTHI PVT LTD – Business Manager to till date**

**Samsung Authorized Service Centre - Business Manager**

**Jul '18 to till date**

- Will handle Team of 3 to 4 Team Leaders.
- Interact with Samsung head & employees and manage them on daily basis.
- Managing the relationship between internal team and channel partner
- Manage the discrepancies at the cluster level, provide support for ongoing issue resolution, manage initiatives deployed, providing induction and on-the-job training for Ops processes and workflows to team in order to achieve operations excellence & derive customer satisfaction

**COOL ENGINEERING – Business Development Manager**

**Whirlpool Authorized Service Centre –Business Development Manager**

**Dec '17 to Jun 18**

- Started Own Business with 20 Employees Home Appliances Service in Chennai Areas.
- Maintaining the Healthy Business relations with high worth customers
- Acquiring new customer relationship, deepening and retaining the existing relationships with service team to achieve the targets and will provide the rewards and awards to the winning team members to motivate the team to do more business

- Planning the campaign for seasonal and also on monthly basis for making new customer relationship to do more business with high quality customer service
- Daily/Weekly/Monthly business targets and the achievement will be reported directly to the respective Regional service manager
- To fulfil the gap of service associate members to the respective branch, for making the business strong
- Every month end we have to analyse and prepare the performer and Non performer list on basis of their performance where under their target provided.

**SRI ANANTH MARUTHI PVT LTD- Process Manager**

**Godrej & Boyce Mfg. Co Ltd, Authorized Service Centre**

**Apr '12 to Nov' 17**

- Will handle Team of 2 to 3 Team Leaders.
- Interact with Godrej Regional Service Managers & employees and manage them on daily basis.
- Managing the relationship between internal team and channel service partner
- Accessories Sales per month 2 Lakhs doing in Business
- Manage the discrepancies at the cluster level, provide support for ongoing issue resolution, manage initiatives deployed, providing induction and on-the-job training for Ops processes and workflows to team in order to achieve operations excellence & derive customer satisfaction

**SRI MARUTHI ENGINEERING, - ADMINISTRATIVE & HR**

**Godrej & Boyce Mfg Co Ltd, Authorized Service Centre**

**Sep' 09 to Apr ' 12**

- Responsible for Maintaining New Employees Biodatas Certificates Bonds.
- Responsible for Maintaining Esic & PF for Employees.
- Responsible for Maintaining Cell Phone & Insurance for Employees
- Preparing for Salary wages Monthly.
- Manage the ongoing issue resolution, manage initiatives deployed, providing induction and on-the-job training for workflows to team in order to achieve operations excellence.

**SRI MARUTHI AIRCON - ADMINISTRATIVE OFFICER**

**Voltas Ltd - Authorized Air conditioner Sales & Service Centre**

**Feb' 08 to Sep' 09**

- Responsible for Maintaining New Employees Biodatas Certificates Bonds.
- Responsible for Maintaining Esic & PF for Employees.

- Responsible for Maintaining Cell Phone & Insurance for Employees
- Manage the ongoing issue resolution, manage initiatives deployed, providing induction and on-the-job training for workflows to team in order to achieve operations excellence.

## **SRI MARUTHI MANAGE – MAN POWER HR**

### **Man Power Consultancy**

**July' 07 to Jan' 08**

- Human resource management to organisations and help them address their critical talent needs by providing comprehensive work force management from recruitment process outsourcing to staffing solutions, permanent recruitment and leadership training and development. Our endeavour is to help our clients and candidates win in the changing world of work.
- We Providing the Provident fund and Esic for Employees.
- Maintained the Employees Certificates and Bonds.
- We Providing the Bank Acs and Id cards.

## **COOL POWER – TEAM LEADER**

### **Electrolux - Authorized Refrigerator Service Centre**

**Aug' 06 to Jun' 07**

- Provided executive and management administrative support and managed an office with more than 15 employees (3 direct reports).
- Demonstrated expertise in product features, benefits, and uses for consumers.
- Accomplished financial objectives by forecasting requirements, preparing an annual budget, scheduling expenditures, and analyzing variances.
- *Evaluated customer complaints, identified trends, made recommendations, and influenced decisions based on observations. Recorded and transcribed meeting minutes in daily manager meetings for distribution to attendees and executives. Responded to internal and external inquiries requiring a broad knowledge of the most current business policies and procedures. Coordinated activities internally over a variety of departments to improve overall efficiency. Compiled, audited, and maintained multiple product and price listings and reports for dissemination over retail, wholesale, and distribution sales channels. Performed front office administration, maintained customer and vendor files, created reports, and provided administrative management and support for executive and management teams.*

❖ **Software Proficiency**

- MS Office Tool : Ms Excel, Word, Powerpoint,
- Operating System : Windows Xp/Vista / 7 / 8/ 10.

❖ **Personality Traits**

- Hard Worker
- Goal Oriented
- Good Communication Skills and Optimistic Approach during difficult situation and being open minded.
- Adaptability and ability to work under pressure.
- Capable to present the given topic in an effective manner.
- Good in maintaing Interpersonal Relationship.

❖ **Education**

- ◆ Bachelor of Computer Application Finished at Alagappa University.

❖ **Personal Details**

Date of Birth : 21-01-1988  
Gender : Male  
Address : 27,Balaji Avenue,Gangai Amman Koil St,Vadapalani,Chennai-26  
Father's Name : V.Palani  
Marital Status : Married  
Language Speak : English, Tamil  
Language Write : English, Hindi, Tamil.

Declaration

I hereby Solemnly declare that the information furnished above is true and correct to my ability. If I am Considered for appointment,I assure you that will discharge my duties by dedicated work with commendable dynamism.

Thanking You in Anticipation.

Place:

Yours Truthfully

Date:

(KARTHICK P)