**

*C. SANDEEP*

 *E – Mail:* *sandeep.chandran06@gmail.com*

**OBJECTIVE:**

*To work in a challenging environment where I can explore my acquired skills and talents to serve my concern and ready to take up challenges of heights for career growth.*

#  *ACADEMIC QUALIFICATION:*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *COURSE* | *YEAR OF PASSING* | *BOARD / UNIVERSITY* | *INSTITUTION* | *% of Marks* |
| *MBA* | *2011 -2014* | *Bharathiyar University* | *Bharathiar University* | *60* |
| *BBA* | *2005 – 2008* | *Alagappa University* | *Alagappa University* | *58* |
| *H.Sc* | *Mar 2003-04* | *State Board* | *Govt Hr Sec School, Asokapuram.* | *85* |
| *S.S.L.C* | *April 2002* | *State Board* | *T. A. Ramalingam Chettiar Hr. Sec School, Coimbatore* | *89* |

**WORK EXPERIENCE PROFILE**

* *Four years’ experience from June 2004 to Feb 2008 as a Client Service Executive at HDFC Bank Ltd.*
	+ *Roles: Handling Personal Loans for Walk in Customers*
* *Three years’ experience from March 2008 to June 2011 as a Customer Support Executive at CAMS Pvt Ltd.*
	+ *Roles: responsible to Attend Customer Queries and Request regarding Mutual Funds.*
* *One and half years’ experience from July 2011 to Dec 2012 as Accounts/Admin Executive at NALS OUTDOORS INDIA Pvt Ltd.*
	+ *Roles: Handling Accounts & Petty cash, attending Customer Queries.*
* *Currently designated as Sr. Customer Care Executive at ISHA Life Pvt Ltd from Jan 2013, handling the following tasks.*
	+ *Handling customer’s queries, orders over phone & email communications.*
	+ *Customers’ orders processing, sales order generations, invoicing into Tally & payments follow ups, preparing projections.*
	+ *Consolidation of Periodical Customers’ Feedback and report to the*

*Management.*

* + *BRS Reconciliation of Customers Payment in coordinating with Accounts Dept.*
	+ *Handing new business leads enquiries & basic negotiations and further reports.*
	+ *Maintaining & Updating the Customers Database.*
	+ *Interaction with Sales Team for Order Processing Enquiries & Dispatch Status.*
	+ *Handling customers dispatch complaints & passing the same to inventory/sales coordinator for further actions.*
	+ *Customers Circulars for special schemes/promotional offers and further reports in connection with.*
	+ *Handling Customer Accounting queries/clarifications as and when required.*
	+ *Inputs on Monthly Projections to Sr. Exec, Inventory for the product requirements.*
	+ *Coordination with logistic partners for dispatches.*
	+ *Preparing the Minutes of meeting.*

* *Thirteen years’ Experience from Aug 2008 to till date as a Casual Announcer at All India Radio, FM Rainbow.*
	+ *Role: Working as an RJ in part time (Radio Jockey).*

**PERSONAL DETAILS :**

* *Fathers Name : K Chandran*
* *Date of Birth : 10th Feb 1987*
* *Age : 34*
* *Sex : Male*
* *Marital Status : Married*
* *Spouse Name : Narmatha Sandeep*
* *Occupation : Home Maker*
* *Children : Two*
* *Address : C- 16 Siruvani Nagar, Kovaipudur,*
* *Coimbatore- 641 042.*
* *Contact Number : +91-9994425046*
* *Languages Known: Tamil, English and Malayalam.*

**DECLARATION**

*I hereby declare that the above information is given by me is true and correct to the best of my knowledge and belief.*

*Place: Coimbatore Yours Truly,*

*Date:*

 *(C.SANDEEP)*