**SWAROOP K A**

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Scaling new heights of success & leaving a mark of excellence in assignments that involve professional growth in **Customer Relationship Management**

****Please Provide Photo

**Location Preference: Chennai, Bangalore, Hyderabad, Canada, USA, UK, Singapore, Malaysia**

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| --- | --- | --- |
| **Core Competencies**  **Customer Relationship Management**  **Training & Development**  **Inbound/ Outbound Campaign**  **Front-desk Operations**  **Warehouse Management**  **Inventory Management**  **Operational Excellence** |  | **Profile Summary**   * A result-oriented professionaloffering **nearly 7 years of** experience in **Customer Relations, Compliance, Research, Immigration & Business Development** * Currently associated with **Krishnapatnam Port In Navayuga Container Terminal as Customer Relations;** leading Warehouse Operations, Cargo Management, Port Permit/Approval & High Customer Satisfaction * Exposure in **achieving business growth** by identifying new opportunities and maximizing competitive strength for long-term success; expanded business & consistently improved profitability of the company * **Keen customer centric approach** with skills in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores * Expertise in **managing operations covering** KPIs, SLA (Service Level Agreement), Volumes Management, Team Utilization, Quality & Training, CSAT (Customer Satisfaction), RCAs (Root Cause Analysis) & Forecasting * **Proven competency** in ensuring delivery of customer service as per standards specified by the organization and maintaining high customer satisfaction levels * Expertise in **identifying training needs** across levels through mapping skills required for staff members after analysis of existing level of competencies * A forward thinking person with strong communication, analytical & organizational skills; well organized with a track record that demonstrates self-motivation & creativity to achieve corporate goal |

**Work Experience**

**Since Aug’18 with Krishnapatnam Port in Navayuga Container Terminal as Customer Relations**

**Key Result Areas:**

* Coordinating with seniors for providing inputs related to process control & ensuring end-to-end complaint resolution; initiating and sustaining efforts for bettering Customer Satisfaction Rate through regular relationship calls/front desk operations and identifying & conducting consultation sessions for customers
* Maintaining high levels of performance for customer service metrics including call answer rate, call quality, customer service ratings, service level and abandoned rate
* Administering several operations including KPIs, SLA management (Service Level Agreement), volumes management, team utilization, c-sat (Customer Satisfaction), capacity planning, attrition rate, RCAs (Root Cause Analysis), headcount & forecasting, customer retention, and training needs
* Directing the incidents & complaints management process and ensuring that a root cause analysis is completed on all incidents, complaints and corrective/preventive actions completed timely and accurately
* Rendering services as a Learning Coach; developing, implementing, & executing performance improvement plans for all individuals to drive continuous improvement and employee retention
* Formulating various processes related to customer services in initial phase and their compliance
* Steering Warehouse Management Program to supervise the cargo, cleanliness & inventory of goods; monitoring the movement of cargo /containers to reduce the turnaround time for speedy transaction
* Imparted on-time approval to visitors/external stakeholders for port permit/entry
* Conducting annual meeting with Customers, Customs House Agents & Freight Forwarders
* Driving strategies to circulate the advisory, customs notification & circular and Notice to the trade; communicating updated vessel schedules to the same

**Previous Experience**

**Jul’17 to Jun’18 with FEDEX Express Transportation & Supply (Delhi Gateway Cargo, IGI Airport), New Delhi as Clearance Support Admin**

**Highlights:**

* Assessed additional information for shipment clearance, contacted the consignee/consignor to obtain the required documents and submitted the same to customs to get inbound/outbound shipment clearance
* Assisted in customer-facing activities to obtain required documents and updated them on clearance status

**Apr’16 to Oct’16 with SPI Cinemas, Chennai as Business Development Executive**

**Highlights:**

* Interacted with clients & managed cold-calling to inform them about Company Services
* Developed & submitted Daily/ Monthly reports to Senior Management
* Coordinated with & supported team members to enhance daily/monthly sales

**Aug’14 to Aug’15 with Bizacumen Research Pvt. Ltd., Hyderabad as Research Associate (Market Research)**

**Highlights:**

* Accessed information from online industry experts, industry-specific news portals, industry publications, trade associations, market participants websites & so on to conduct market research
* Developed key search words to generate effective results

**Aug’09 to Jun’12 with Kansas Overseas Careers, Hyderabad as Human Resource (Immigration Process) for Canada**

**Highlights:**

* **Monitored** all aspects of the Visa & Immigration Service to ensure smooth functioning
* **Interviewed** all clients & monitored all applications face-to-face and by post to ensure **that the** information provided by the client is accurate and correct
* Prepared **& checked** all legal documents **and trained** HR staff to enhance their understanding of immigration rules

**Certification**

* Successfully completed certification in **IBM Mainframes in COBOL, JCL, DB2, VISAM, CICS in 2009**

**Training**

**Organization:** TATA Motors Auto Fin Ltd., Hyderabad  **Designation:** Sales Executive **Duration:** 6 Months

**IT Skills**

**Operating Systems:** Window XP, 7 & 8

**Application Tools:** MS Office (Word, Excel, and PowerPoint)

**Education**

**2014: MBA (HR & Marketing**) from PRIST University, Thanjavur

**2009: B.Tech. (Electronics & Communication)** from JNTU, Anantapur

**2005: 12th** from Narayana Junior College, Tirupathi

**2003: 10th** from Siddhartha High School, Srikalahasthi

**Personal Details**

**Date of Birth**: 9th September 1987

**Languages Known:** English, Hindi, and Telugu

**Address:** SPSR Nellore- 524004, Andhra Pradesh, India

**Passport Details:** P8811325