**Prakash. A**

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Chennai – 600088.

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+919962900900.

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| **OBJECTIVE** |

Intend to build a career with leading corporate of hi-rich environment with committed and dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging and creative environment.

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| **CORE STRENGTHS** |

More than 9 years of experience in telecom and Back end process as Customer service.

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| **ACHIEVEMNETS** |

Since 2008 TO 2016 Executive: Number management process and CAF verify & CPOS application migration.

Since 2016 to 2018 Project & UAT process – One Mega Star Award and two super star Awards.

Since 2016 to Nov 2018 Sr.Executive, have got 4 promotions in 9 years.

Since Apr 2019 to Oct 2019 Relationship Executive in Jana Financial

Bank

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| **PROFESSIONAL EXPERIENCE** |

**Sales (Business Loan)– Jana financial bank**

Day to day follow up new customer and will be achieved monthly target

Daily direct source and login (Secure, unsecure and Gold loan)

**Strategy Planning/Business Development**

* Formulating and Implementing short term and long-term strategies for business development.
* Identifying new streams for revenue growth and developing marketing plans to achieve set targets.
* Overseeing the sales & customer service operations and achieving increased sales growth.
* Streamlining existing processes to enhance efficiencies while minimizing operational time/costs.

**Key Responsibilities: Project & UAT (VodafoneIdea Jan 2016 – Nov-2018)**

* Coordinating with all the Circles and Marketing team for smooth and efficient functioning.
* End to End UAT on all products and system related changes / implementations
* TAT adherence for UAT completion - 100%
* Ensure no impact to customers experience / frontline team (user & customer friendly)
* 0 customer complaints post UAT
* Unwanted calls / trigger for call should be 0 (Reduction in customer interaction)
* Instrumental in building the organizational network from conception & streamlining operations.
  + Dip check to ensure no customer impact / frontline challenges
  + Coordinate & work with Resolution / Contact centre / Retail team on UAT related issues & implement scenarios
  + Connect with Zonal team to understand the customer pain areas and add UAT scenarios

## **Customer Service**

* Ensure customer satisfaction by achieving delivery of service quality norms by interacting with clients, handling requests & resolving complaints and hence using relationship for Business Development.
* Maintaining healthy Relations with key client
* Optimizing revenue from existing clients
* Raising every complaint and service request to smooth function of the customer overall experience
* Educating the importance of the data capturing in the service tools to the executives to function better in service parameters

**TeamManagement**

* Maintaining a contact and Clear communication between the Team and the Management.
* Supervising and motivating the team in achieving targets set by the company.
* Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members.

**Key Responsibilities: Number management (Vodafone Mar 2008 – Dec 2015)**

* Coordinating with IT and Commercial team for smooth and efficient functioning.
* Every month 6 to 7 Lac numbers created with new SIM numbers and delivery to warehouse for all sales team
* All retailer and sales team send to mail for number requirement
* CAF audit and activation process

**EDUCATIONAL PROFILE**

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| **Course** | **Name of the Institution** | **Pass Year** |
| MBA | Bharathiyar University ,Coimbatore | 2018 |
| BCA | KSR College of Arts and Science , Tiruchengode | 2007 |
| 12th | Govt.Boys Higher secondary School, Tiruchengode | 2004 |

**PERSONAL MEMORANDUM**

* Fathers Name : Arumugam. S
* Date of Birth : 08-05-1985
* Sex : Male
* Nationality : Indian
* Marital Status : Married
* Hobbies : Interested in Cycling.
* Languages Known : English, Tamil

**DECLARATION**

I hereby declare that the information furnished above is true to the best of my knowledge

**Place: Chennai Signature**