

## CURRICULUM VITAE

### ANKITHA G SUVARNA

#6-16-630 Sri Lakshmi, Sequeira Garden,  
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### CAREER OBJECTIVE

With an overall experience of 3 and half years in the field of Customer Relation, Tele-Marketing. I seek to drive strong gains through enhancing innovative ideas for the company's growth and developing excellent customer services.

### JOB PROFILE

#### **1. Cauvery Motors Pvt. Ltd.- Akshaya Motors ( Cauvery Ford Mangalore) - November 2020 till date**

Job Title : Guest Experience Manager  
Position Type: : Full- time : Sales and Service  
Reporting To : Dealer Principal

- Ensure overall process adherence, implement and sustain FGE(Ford Guest Experience Signature Moments).
- To drive the Guest first approach amongst Sales and Service staff at the dealership with specific emphasis on consistent, flawless and sustained execution of every aspect of the FGE Sales and Service Processes.
- To conduct internal training's for the dealership Sales and Service staff as part of New Staff Induction Program.
- To guide continuous improvement in the Ford FGE indexes (CVP, QT, JDP) by constantly reviewing and analyzing the above indexes and work directly with Sales and Service Head to optimize and refine the process improvement, performance, staff behaviour and skills across the dealership hierarchy.
- Monitor and drive usage of Social Media platforms by Sales and Service Team.
- Monitor all Guest related concerns for both Sales and Service, gain insights and implement corrective actions on process improvements areas.
- Support Sales and Service teams in contingency plans to ensure business continuity and optimum guest experience standards.
- Escalate and resolve critical decision making/operation points that require Dealer Principal and FIL Team intervention to ensure smooth execution of FGE Processes at dealership.
- To ensure lifetime relationship engagement activities are carried out.
- Manage and lead 5S concept for Sales and Service by dividing the responsibilities among the team members and supporting the Zone Champions.

## 2. Jubilant Motor works Pvt. Ltd. (Morris Garages Mangalore)

- February 2020 to October 2020

Job Title : Customer Relation Manager/ Customer Care Specialist  
Position Type : Full-time : Sales  
Reporting To : COO / Sales Manager

- Resolving Customer complaints promptly within 48 hours with high customer satisfaction ratio
  - Creating and enforcing plans that will help to meet the needs of customers.
  - Building and maintaining profitable relationships with the customers. Overseeing the relationship with customers handled by the team.
  - Keeping customers updated on the latest products in order to increase sales.
  - Converting each prospect into a customer and retaining the customers by engaging them with personalized communication.
  - Ensuring that 100% enquiries from all sources are captured, distributed to teams and are followed-up
  - Actively involved in marketing activities and Product launches
  - Develop and maintain a strong influence network with customers and providing delightful experience to them
  - Develop strong and close working relationships with the Brand, Vendors and Employees.
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## 3. Mandovi Motors Pvt. Ltd. (NEXA Mandovi Mangalore)

-June 2017 to January 2020

Job Title : Quality Manager  
Position Type : Full-time : Sales  
Reporting To : CO/ CGM/ Maruti Team (TSM & SNP)/ Asst. General Manager

- Successfully handled all customer complaints and ensuring that 100% customer queries are responded
  - Ensuring implementation of SOS and quality of sales aspects in showroom
  - Responsible for IT systems, MIS and Maruti Auditing.
  - Handling of customer utilities and convenience, including processes of CI Norms
  - Guiding and Training the sales team, tele-executive and floor manager how to handle inquiries, customer needs and complaints.
  - Daily report of booking, sales and technology SOP.
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### SOFTWARE SKILLS

- Office Tools : MS Word, MS Power Point, MS Excel
- IT Systems : DMS, SAP, Insurance Portal

## PERSONAL SKILLS

- Strong Convincing skills and multilingual abilities.
- Proven Track record of holding highest customer satisfaction ratio.
- Commitment and dedication for professional and excellence.
- Leadership Quality, Quick learner, self-motivator and result oriented.

## EDUCATIONAL QUALIFICATION

Qualification	University/Board	Institution	Year of Passing	%
B.COM	Mangalore University	Besant Women's College	2017	80%
PUC	Karnataka Pre-University Board	Canara Pre-University College	2014	86.30%
SSLC	Karnataka Secondary Education Examination Board	Canara	2012	67.52%

## PERSONAL DETAILS

Name : Ankitha G Suvarna  
Father Name : Ganesh K Suvarna  
Date of Birth : 28/05/1996  
Nationality : Indian  
Gender : Female

## DECLARATION

I hereby declare that the above statement furnished by me are true to the best of my knowledge and belief.

**Ankitha G Suvarna**

Place : Mangalore

Date : 23/11/2020