#H3 -111, Happinest ,

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**R.N.Girish Kumar**

Entrepreneur & Leadership in Operations with 15Yrs. of Experience in Customer Service , TeleSales, Sales , Administrations , Accounting Management, Stock & Asset Management , ,Operations and Process Quality, Seeking a career in Customer Service Operations.

**Career Summary**

* Result oriented professional with 15 years of experience in ,Customer Service , TeleSales , Sales, Logistics , Operations, Administrations , Accounting Management , Customer Care and Process Quality
* Attained proficiency to resolve customer concerns and queries in varied industries like E-commerce, Intuitions, Healthcare, Logistics and Customer Support
* Demonstrated abilities in significantly escalating business value by enhancing the CSat through training and Customer feedback management.
* Capabilities in coordinating with internal/external customers for managing successful operations and experience of implementing procedures and service standards for business excellence.
* Exceptional communication & presentation skills with proven analytical and client servicing abilities.

**Core Competencies**

* Managing an Own business with skills on Entrepreneurship Qualities
* Expertise in Sales background
* Mapping the existing quality standards, subsequently implementing quality control systems to enhance the quality of products and Service and reduce rejection level through continuous up gradation of systems.
* Interacting with Customers to provide resolutions for concerns and conducting CSat Surveys and evaluating Feedback.
* Conducting internal meetings, training sessions to enhance the process.
* Managing the Huge team to convert the Business in to successful model
* Good exposure in Client management especially with corporate
* Implementing effective modifications and rectifications in the process for quality standards and for KYC business models, where warranted

**As an Entrepreneur**

**Ayyapakkam HDC Milk Centre & Avadi HPC Milk Centre ( An Franchise of Heritage Foods Limited ) – 2013 – Till Now**

* **Leading the Firm in all aspects of the Business Development Module**
* **Taking the Business from one Centre to two centre**
* **Managing the Door Deliveries, other Milk Products to Retailers around the Location**
* **Handling all Logistics with good stock and Asset management which is regular in FMCG Model**
* **Handling the Both Business in to Viable Model**
* **Managing the P & L with good Profitable margins**

**Employment:**

**Technology Frontiers Pvt Ltd (2011 – 2013)**

**Project manager and Country Head -Hungary**

* **Leading and handling all types of Business Development in Nation wide**
* **Improving the Sales getting New prospects & gaining Business with Current Clients**
* **Leading the Project in all aspects of the Business Model**
* **Team Handling**
* **Quality Assurance of each project**
* **Preparing reports on the Quality of the Project**
* **Taking care financial management of the project**
* **Taking care of stocks and assest management.**

**Quality Team Leader – Client Profile(2009-2011)**

**Dish Tv India Ltd**

* **Auditing the Outsourcing calls**
* **Training to the outsourced centers**
* **Conducting Calibrations with Outsource team & Internal QA Calibration**
* **Sending reports & updating the reporting Mangers**

**Genesis Information Systems**

**Quality Team Leader & Leading the Training Team(2006- 2009)**

**MTS Process Outbound & Inbound (Includes Compliance management)**

* **Managing Quality analyst & Trainers**
* **Achieving targets on Call monitoring**
* **Conducting Internal and External Calibrations**
* **Achieving the External Quality scores**
* **Handling the Floor esclations**
* **Involving in MBR & QBR with clients**

**Idea Cellular ,Chennai**

**Quality Analyst(Client Profile) (2003- 2006)**

* **Auditing the Outsourcing calls**
* **Training to the outsourced centers**
* **Conducting Calibrations with Outsource team & Internal QA Calibration**
* **Sending reports & updating the reporting Mangers**

**Achievements**

Presented as Speaker in Health Tech 2019 under the topic of Cyber Security in Health Care

Best Quality Analyst in Genisis Information systems

**Education Qualifications:**

* Diploma in Electrical & Electronics

**Additional Qualifications:**

Computer: Basic knowledge in windows, application (MS\_Office),

**Strengths:**

* Hardworking and Grasping power.
* Eagerness and Enthusiastic to learn new technology.
* Good communication skills.
* Impart and gaining knowledge in the field in work.
* Tiredless to Travel

#### Personal Details:

Date of Birth : 26/05/1981

Sex : Male

Nationality : Indian

**Languages Known**

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|  |  |  |  |
| --- | --- | --- | --- |
| **Language** | **Read** | **Write** | **Speak** |
| English |  |  |  |
| Hindi |  |  |  |
| Marathi |  |  |  |
| Tamil |  |  |  |
| Telugu |  |  |  |

**DATE:**

**PLACE:** Chennai

**(R.N.Girish Kumar)**