**K.RATNA SAMADA**

**S R T 708 Sanathnagar Email id:** samadaratna@gmail.com **Mobile No**- +91-9989658160

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**CARRER OBJECTIVE**

To Seek a Challenging career with a future focused company with which I can explore myself and for the growth and prosperity of the organization and to be a part of the team.

**EDUCATIONAL QUALIFICATION:**

* MBA (Finance) & (HR) - Stephen Degree College Narayana Guda Hyderabad.
* B.Com (Computers) – Stephen Degree College NarayanaGuda Hyderabad**.**
* Intermediate – Gauthami Jr College S R Nagar Hyderabad
* SSC – Covells High School Sanathnagar Hyderabad.

**WORK EXPERIENCE:**

* Company: **Jsp Hyundai**, Jubilee Hills – Digital Marketing Team Leader (March 2021 to Till Date)
* Company: Radha Krishna Toyota, Hyderabad — Jan' 2010 to Till Date ‘March 2021
* Designation: Tele Executive—Tele Marketing Team (Jan’2010-June2010)
* Designation: Senior Tele Executive—Tele Marketing Team (June’2010-June2013)
* Designation: Team Leader—Tele Marketing Team (DCAC) (June 2013 – Feb’2021)

**Job Responsibilities:**

* Allocating day wise plan to Tele Marketing Executives for Inbound & Outbound Enquiry generation.
* Allocating day wise plan **to Executives** for Day wise Plan.
* Ensure to achieve daily & monthly targets.
* Daily action plan analysis.
* Coordinating with the other Department managers in order to close the complaint faster.
* Ensure that every team member contribute 100% towards the plan.
* Allocating Tasks to Staff and make sure work is completed on time.
* Conducting daily, weekly and monthly team meetings focusing on targets & Achievements.
* Working with the Sales and marketing team to drive sales forward.
* Mentoring and training up junior and new Joiners.
* Maintaining MIS reports as per Dealer Expectation Standard Instructions (DESI Reports)
* Coordinating with direct Sales and marketing teams for follow-ups.
* Execution of work flow & Processes.
* Carrying out Performance reviews.
* Discussing and resolving problems and motivation employees to maximize output.
* Improve Performance of team members who are in bottom Quartile.

**Company : Aegis**

**Designation : Customer Care Executive Duration : June -2007 to Dec-2007**

**Job Responsibilities:**

* Receiving calls and handling the queries of the customers.
* Customer care management, Maintaining the service levels in the absence of team managers
* Sending mails regarding complaints to the concerned department. Maintaining log book.
* Activating Internet service from our end. Taking calls by maintaining AHT.

**Achievements:**

* Awarded as the best Customer support Executive.
* Always topped the charts in calls quality and call coding.
* Received as a BEST STAR PERFORMER Awards.

**Training Attended:**

* Effective Communication & Interpersonal Skills.
* Customer Orientation & Stress management.

**PERSONAL PROFILE:**

Name : K. RATNA SAMADA

Husband’s Name : Harshvardhana Rao

Date of Birth : 19-09-1984

Languages known : English, Hindi & Telugu

I, hereby declare that all the details furnished above are true to the best of my knowledge.

**References**

Will be provided upon request.

Date:

Place: Hyderabad **(RATNA SAMADA)**