

ANAND GOPI

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SUMMARY OF QUALIFICATIONS

- **Dedicated and self-motivated individual offering a solid educational background in business administration, with extensive hands-on experience in quality customer services, general office administration,. Trained to deliver the programs and processes necessary for success. Consistently produce results above client and employer expectation.**
- **Excellent communication, organization and time management skills. Strong multi-tasking abilities, needing little or no supervision. Work well both independently and as a contributing member of the team. Proven record of achievement in reducing costs, streamlining operational efficiencies, and generating long term customer commitments through superior customer service.**

Areas of Focus

- Business Administration / P&L
- HR Operations Management
- Quality Customer Services & Retention
- Marketing
- Telesales

EDUCATIONAL QUALIFICATIONS

PURSUING MHRM (DISTANCE EDUCATION) From UNIVERSITY OF KERALA

**B.A (ECONOMICS) -UNIVERSITY OF KERALA ,TRIVANDRUM
2011, Second Division**

**Higher Secondary - BOARD OF HSE
2008, FIRST Division**

**HSSC - GOVERNMENT OF KERALA - TRIVANDRUM
2006, First Division**

EMPLOYMENT HISTORY

Organization: **KINGSTER EDUTECH PVT.LIMITED ,
TRIVANDRUM**

Duration: **September 2013- Till present**

Designation: **Business Development Associate**

- Handle the tasks of providing positive customer service by responding a high inbound-call volume
- Responsible for handling customer requirements and provide solutions to customer issues
- Handle the tasks of preparing work records in an accurate manner and update customer file
- Interact effectively with individuals/teams to ensure high quality and timely expedition of customer requests
- Play active role in developing activities that improves business performance and customer satisfaction
- Handle the tasks of generating solutions to problems that requires calcification

- Perform responsibilities of responding to customer inquiries via phone calls and e-mails in a timely manner
- Responsible for follow up on customer inquiries through letters/e-mails to customers and the field organization on a continual basis
- Handle the tasks of preparing and maintaining accurate filing system and call log/database for all customer inquiries
- Responsible for making general inquiries on appropriate merchandising or quality control personnel regarding product inquiries and product quality issues
- Coordinate with merchandising department to fill customer product requests
- Responsible for providing assistance to Customer Service Supervisor, as needed

ACHIEVEMENTS

Coordinator of ELIXIR 10 Pan India Economic fest at Mar Ivanios College
Participated in numerous Seminars.

STRENGTHS

Self Motivated and & Enthusiastic
Great Team Player
Quick Learner and Hardworking
Willingness to Learn and explore greater heights.
Comprehensive problem solving abilities
Excellent Verbal and Inter-Personal skills

SKILLS

- Good Knowledge of MS-Office, Windows 98, Windows Xp , E-Crm
- Excellent Communication Skills
- Excellent Command On Hindi , English, Malayalam

PERSONAL INFORMATION

FATHER'S NAME	Mr. Gopi V.S
DATE OF BIRTH	03 MARCH 1990
NATIONALITY	INDIAN
LANGUAGES	HINDI, ENGLISH ,MALAYALAM,
MARITAL STATUS	SINGLE
PERMANENT ADDRESS	Krishna Kripa
	TC : 30/722 (4)
	KNRA : 12 (1)
	Pettah , Trivandrum
	Pin : 695024