PADMANABAN R

MOBILE: 9994056696

E-MAIL: [r.padmanaban87@gmail.com](mailto:r.padmanaban87@gmail.com)

**PROFESSIONAL:**

An aggressive energetic person is synonymous for setting goals for self and the teams, achieve through systematic planning, and execute through an uncanny eye for man management.

**PERSON:**

Ambitious to be at the top at every stage of career through hard work with an ability to add joviality and relax from pressure. To learn more and put them into best of my ability and have one belief that hard work is the only step to success.

**OBJECTIVE**

To secure a promising position that offers both good challenges and opportunities to augment my knowledge & to become an asset to your esteemed organization

**SNAP SHOT –**

**Total Work Experience – 6 years**

* Executive -Vodafone Business Service – Customer operation-Salem - vodafone
* TL -Retention & Relationship Executive –Customer Service, Pondicherry-Vodafone.
* TL-Credit Coordinator -Pondicherry & Vellore Cluster, in Vodafone.
* Back End-Prepaid MIS in Aircel., Pondicherry

**WORK EXPERIENCE**

* **Service & Relationship Manager–Customer Operations -Vodafone – Salem**
* Retention & Relationship Team leader–Customer Service**–**Vodafone –Pondicherry( 2.5 years)
* Credit & collection Coordinator-Pondicherry & Vellore Cluster,in Vodafone (2 years).
* Prepaid MIS Executive – Aircel ( 1 year),

**Vodafone: Account & Service manager**

* **Currently handling corporate account (Salem dist., Krishnagiri dist., Namakkal dist. & Dharmapuri dist).**
* Maintaining relationship with all top customers and High Value customer’s
* **Corporate** Account verification to check the eligibility.
* Improving the revenue for the company by doing Sales, Wire-line products ,Location tracker,Vechile Tracker ,
* Customer life cycle management in Postpaid – Salem
* Conducting Activities in SME & Enterprises account.
* Adhere HSW polices as per company norms
* Handled a team of **5 Service Executives.**
* Formulating strategies and reaching out to the unexplored market segments / customer groups for business expansion
* Analyzing latest marketing trends and tracking competitors’ activities and providing valuable inputs for fine tuning sales & marketing strategies
* Handling product planning and range designing; ensuring optimum inventory levels @ VMS as per the Norm.
* Audit and assurance on CAF Compliance post-paid
* **Assisting to collect BD amount(Bad Debut)**
* Having a separate tracker with High end customer (Platinum & Gold)
* Maintaining a track on Customer Feedback and requirement
* Auditing Vodafone Store and Vodafone Mini Store for scoring.

**ACHIEVEMENTS:**

* Nominated as Best Service manager – National Level for the year 2014-15
* Awarded as ICON for the Month of Oct & Nov 14
* Best Relationship Manager in TN for 2014-2015
* Awarded No 1 Relationship manager for the Month Sep to Nov 14 & Jan 15 ,Mar 15 & Apr 15.

**Caliber Point: Team Leader –Relation & Retention -Vodafone:**

* **Handling Voluntary Churn ,Involuntary Churn & Revenue churn**
* Customer life cycle management in postpaid - Pondicherry
* Having relationship with High end customer (Platinum & Gold)& SME **corporate** account (Bulk lines)
* Maintaining a track on Customer Feedback and requirement
* Conducting Activities in SME account
* Doing postpaid sales (20nos per month)
* Handling 11 Mini Store (Cuddalore & Villupuram District)
* Having a daily track of Postpaid Connection Services
* Training CRE executive in driving back end operations.
* Monitor quality of acquisition through the channels
* Handling Postpaid customer base for Pondy Cluster
* Assisting to collect BD amount(Bad Debut)
* Having a track with high billing customer
* Promoting Online payment , payment thru NEFT to Customers
* Promoting e-bill and bill thru CD to Corporate Customers with more than 6 lines.

**ACHIEVEMENTS:**

* Awarded as Best performer. (2012-2013 )(2013-14).
* Consistent achievement on Churn, data upsells & sales.
* Overall ranked No1 for 8 times & No 2 for 4 times in 2 years.

**ENLIST – HUMAN RESOURCE EXPERTS:**

**ASSOCIATE for Vodafone**

**POSTPAID: CREDIT AND COLLECTION CO ORDINATOR (PONDICHERRY & VELLORE)**

Handling end to end Postpaid – responsible for managing back office for subscribers in Pondicherry. Managing national Score card metrics within targets and as per National Average.

Parameters include managing complaints per subscribers, First time resolution, Customer satisfaction scores. Handling MIS and data for customer base (enquiries, complaints, and requests)

* Credit coordinator for Pondicherry and Vellore.
* Updating credit limit according to profile of the customer.
* Maintained a team of 10 members (Field).
* To Verify and update the profile of a customer
* Green bill promotion through EMAIL

**ONTRACK**

**ASSOCIATE FOR AIRCEL Limited - PREPAID**:

Data Conversion

* Responsibilities
  + - * + Sim Change process & Sim checking.
        + Data entry for prepaid CAF.
        + Coordinating with nine star info(vendor for prepaid CAF entry)
        + Track record of prepaid address base to help with VTM audit
        + CAF verification and PAM entry for prepaid CAF.
        + Visiting retailers & distributors and getting feedback for their development.
        + Taking care of SIM card Activation and POI Activities
        + Address verification process for customers

**QUALIFICATION:**

|  |  |
| --- | --- |
| **NAME OF THE COURSE** | **NAME OF THE INSTITUTION** |
| B.B.A | ANNAMALAI UNIVERSITY |
| HSC | VIVEKANANDHA HIGHER SEC SCHOOL |
| SSLC | THIRU VI KA GOVT HIGH SCHOOL |

**PERSONAL SIDE :**

Date of Birth : 29.07.1987

Nationality : Indian

Marital status : Single

Languages known: English, Hindi , Tamil & Telugu

**CONTACT**

Residential address :

2,3rd Cross,

Krishna Nagar, Lawspet

Pondicherry-605008

**DECLARATION**

I hereby declare that the above mentioned details are true to the best of my knowledge.

Place: PONDICHERRY

Date: (PADMANABAN R)