



# Emmanuel S

Marketing, Sales & Customer Service Professional

+91 7997876171

esrohan10@gmail.com

## WORK EXPERIENCE

5 Years

## AGE

25

## ABOUT ME

I am seeking a challenging position in the professional field in a dynamic working environment, which will permit me to continue practicing and expanding my skill set and knowledge base, I am willing to contribute my knowledge and hard work towards the success of your company and to the growth of the fast developing field adding value to the environment for mutual fulfillment and reward.



## Education

### Degree, Business in Commerce

B.com  
UGC Board  
Maharashtra

Pursuing

### 10+2

Board of Secondary Maharashtra  
Maharashtra University Board  
Maharashtra

Graduated, June 2011  
Marks 66.17%  
Division 1

### 10th

SDA High School  
Karnataka Board  
Bidar

Graduated, June 2009  
Marks 70.4%  
Division 1



## Professional Qualifications and Affiliations

- Best Customer Care Executive Officer.
- Champion of the Year - Sales Target Achieved.
- Champion of the Month - Sales Target Achieved.
- Quality Auditor.
- Quality Leader.



## Career Highlights

- In response to a significant increase in customer complaints was required to design and implement a training program for front line staff. During design phase, analyzed complaints in staff focus groups, and with assistance of the staff involved developed an alternative service delivery model. Subsequently trained over 50 staff in the new service delivery model, and as a result achieved a 70% reduction in customer complaints.

- In response to a customer complaint I investigated the company's procedure for Escalations & returning products. This involved documenting each step in the returns process, and identifying both the people and company systems involved in each step. I also conducted in-depth interviews with the staff involved at each stage of the process to obtain their ideas about improvements to process and systems
- On my own initiative identified an alternative service. Investigated fully the ability of the service to meet customer requirements according to our Company schedule, and also negotiated a service guarantee. Prepared a successful written submission to the senior management group recommending a change in service, with a resulting company revenue profit.



## Skills

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- Believe in myself
- Best Listener
- Multi-tasking
- Team Player
- Hard Worker



## Work Experience

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September 2017 – October 2018

### Supervisor

Hashtag Solutions Pvt Ltd  
Hyderabad, Telangana

I was supervising over the company employees & office business on the working days from 8am to 6pm. Was given authority to take decisions on the spot for the betterment of the company profit. Leading the team in the good level of understanding in all aspects.

August 2017 – September 2017

### Customer Care officer

Tata Business Support Services  
Hyderabad, Telangana

I am the representative direct link between the company that i work for and the clients looking for service. The initial point of contact and it is my job to help customers, answer their questions and to provide assistance. Job functions may include resolving complaints, processing exchanges, or routine calls for providing information and guidance.

April 2014 – August 2017

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October 2012 – March 2014

### Area Customer Service Auditor

Hashtag Solutions Pvt Ltd  
Hyderabad, Telangana

At the request of the service organisation, we have to provide an assurance report on the controls of a service organisation. Auditing organization from customer point of view is major for services companies or retailers, this check list provides questions by which we can assess our organization whether it is customer focus or not. To benefit the organisation, quality auditing should not only report non-conformance and corrective actions but also highlight areas of good practice and provide evidence of conformance. In this way, other departments may share information and amend their working practices as a result, also enhancing continual improvements

So, I make a report of sharing formal customer satisfaction data with all department employees. Which will be displayed, where everyone can see it.

August 2011 – October 2012

**Area Sales Incharge Assistant**

Vasavi Commuications Pvt Ltd

Zahirabad, Telangana

- Maintaining & increasing sales.
- Reaching the targets & goals.
- Collecting customer & dealer feedback.



### Computer Proficiency

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- Basic
- Word 2010
- Excel 2010
- Power Point 2010
- Internet



### Languages

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- English
- Hindi
- Kannada
- Telugu



### Personal Interests

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- Playing Keyboard & Guitar
- Studying newspaper
- Cricket



### Personal Details

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Father's Name: Mr. Shanthkumar  
Birthday: October 10, 1993  
Gender: Male

Marital Status: Single  
Nationality: Indian  
Blood group: O +ve

### Declaration

I, Emmanuel, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

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Emmanuel S

Kalkere, Bangalore  
December, 2018