**curriculum vitae**

M.TRINadh Kumar

Mob no:00918520080410

E:trinadh.max@gmail.com

**Career Objective:**

Seeking a challenging career in a growth–oriented industry and to be a part of progressive stature that provides the scope to enhance my knowledge & skills in the areas of management & administration.

**Work Experience: 1**

* Worked for Silver line technologies inc., as a Administrator cum International Customer calling Agent Receptionist, Customer care with of west gate resorts in USA from May 2005 to September 2011
* Worked for cash and carry in United Kingdom, Glasgow as a assistant manager from march 2012 to 2014 august
* Worked as a administrator cum accounts management team for merchandising company shop smart in United Kingdom, Glasgow from Sept 2014 to June 2017
* Worked as a part time customer service executive in United kingdom, Glasgow at park stores retails from march 2012 to June 2017.

**Educational Qualifications:**

* Higher National Diploma in Business Administration, Business Law, Business Accounting & IT from North Glasgow college (SQA Level 8) from October 2011 to August 2013 In United Kingdom
* Intermediate from Venus Junior college (Bi.P.C) in the year 2005 with an aggregate of 83.6%
* S S C from S.C.G.P.S in the year 2003 with an aggregate of 82%

**Personal Information**

Name : M. Trinadh Kumar.

Father’s Name : M. Nagendra Babu.

Gender : Male.

Marital Status  : Single

Dob : 09/07/1988

Nationality   : Indian.

Languages Known : English, Telugu and Hindi.

Address : 60-9-648, Old Guntur, Guntur, A.P, India, 522001

U K ref no : M1459221

Length of stay in Uk : Sept 2011 to Sept 2017 (6 years)

**Responsibilities:**

1. Document all calls with regards to participant inquires accurately using Call Tracking System.  
   Monitor Call Tracking for responses from administrative team so call returns are done in a timely fashion.
2. Follow-up with participants within a 24-hour period in regards to the initial phone call. Even if it is to just touch base and let participant know inquiry is still be researched.
3. Provide quality customer service on every call.
4. Communicate clearly and effectively with participants.
5. Promote good listening skills.
6. Manage length of calls.
7. Recognizing and managing assertive customer calls.
8. Promote teamwork and call center success.
9. Review monthly publication of Effective Telephone Techniques.
10. To answer calls and directing the calls to the relevant department, management of the front desk.
11. Maintaining attendance & stock register.
12. Maintain International VoIP customers and convert them for sales.
13. Release cheques, funds to relevant departments and salaries by monthly.
14. Receive payments from the customers.
15. Provide the needful requirements for the staff.
16. Maintain staff in a good friendly Relation.
17. Maintain customers in good relation with Hotel by giving special offers, special invitations and courtesy calls to make customer happy.
18. Taking feedback from customers and provide what they need that will improve the business.
19. Arrange the resources that the company needs and wants
20. Maintaining the good and interesting working culture in the organization
21. Tackle the problems in a professional manner and resolve the conflicts
22. Maintaining successful employee relations
23. As a diplomat of Business law I do have knowledge about the contracts and legal conflicts so that I am able to tackle with the legal point of view
24. Maintaining day to day reports, weekly and monthly reports in excel about the work progress and updates of the work, employees and organization point of view
25. Organizing the work depends on the priority
26. Maintain and scheduling the work in right time
27. Working in flexible hours
28. Working under pressure,
29. Preparing and summarizing the balance sheet, profit & loss statements
30. Maintain the financial transactions of the company

**Achievements:**

* Ability to sort the database in a proper format through excel and maintaining excel in a proper manner based on the type of data.
* Participated in Jupiter’s Prathibhavanthulu competition in 10th Standard.
* Participated in college and school level debate and essay competition.
* Participated in cultural programs and Games conducted in college as a student volunteer.
* Participated in all events for the social welfare of society.
* Certified by the North Glasgow college (UK) business head Christine Parnell that I am a person of good character and a best student
* Certified by the Immigration Judge Lea(UK) that I am person of good character and honest
* Agreed by the UK immigration that during my stay in UK I do not have any criminal activities, terrorist and never cause any harm to public and a person of honest and good character

**Technical Skills:**

1. Excellent Typing Skills
2. Excellent in MS Word ,MS Excel
3. Moderate computer skills, PC & Internet
4. Knowledge and experience of Microsoft Windows
5. Knowledge and experience of Microsoft Word
6. Excellent Customer Service Skills
7. Professional Phone Manner
8. Excellent written communication and documentations skills
9. Maintain basic knowledge of Employee Benefits
10. Good in solving system problems and good at hardware skills and maintain system in good condition.
11. Resolving the employee conflicts
12. Preparing balance sheets by using Tally software
13. Power point presentation
14. Formatting systems and installing the widows software

**Personnel Skills**

* Comprehensive problem solving abilities.
* Ability to deal with people diplomatically.
* Good team coherence.
* Positive attitude and hard working.
* Good Communication Skills.
* Dedicated.

**Hobbies**

* Doing research on space and universe
* Find out the details of something which I don’t know
* Like to play cricket in the free time
* Find out the short cuts and formulas in the Microsoft excel and word to the work fast
* I always want to learn something, because there is a lot to learn because I only know a little bit
* Swimming
* Working with charity organizations like British Red Cross and NDCS in United Kingdom

**Multi Tasking**

|  |  |  |
| --- | --- | --- |
| Type of Work & Designation | Responsibilities & Duties | Skills |
| Administrator | Maintain office, Organizing the office, queries dealing, Up to date the policies, organizing the file based system, Preparing the daily reports, Monitoring and scheduling the work, Presentation of the work progress Etc | IT skills, Ms word and excel skills, Good communicator, Excellent communication skills, Ability to work under pressure and working in flexible hours |
| Manager | Maintain good communication relations with the staff and management, have grip on the company’s product so that it will be helpful in the business growth, maintain good working environment | As I am diplomat in Business administration I do have good managerial skills as you can see my certificates I know how to maintain the staff in different ways. If the basement is strong then only the building is strong. We have to maintain good staff relations to get best work from the staff and it will be helpful for the company’s growth. Product knowledge if we have the product knowledge then only we can get good reputation in the market. Maintain good working environment so that the staff will work their best to give more productivity in less time |
| Accounting | Maintain financial transactions, preparing balance sheets, preparing profit and loss statements, Maintaining the day to day financial activities | I do have experience and have done diploma in business accounting. I am very good at preparing the balance sheet and maintain profit and loss statement |
| Personal Assistant | Notify the day to day activities, organizing and scheduling, working under pressure, good communication, working in flexible hours etc., | I work as a admin for about 6 years in Silverline technologies inc., I know how to be a personal assistant etc., |
| IT Skills | MS office (word, excel, power point presentation), computer formatting, Tally for accounting, hardware. Photoshop, software maintenance and finding bugs | Diploma in Information Technology and have experience over 10 years with the computers |

**Declaration**

The above Curriculum Vittae is true according to my knowledge; any queries please feel free to contact me. If you are happy with my skills, I am happy to send my educational and work experience certificates and also attend interview in the Skype. I do not want the wages until you satisfy with my work. Just go through my work and once you are satisfied then only pay me and gave me job to come to Canada. I will do online work also. If your company needs any online data entering, formatting, maintaining etc., I am happy to do that.

Regards,

Trinadh Kumar Manimala

Date: 13-November-2017