**SUDHAKAR.N**

**#211,9TH CROSS A**

**KADDIRAPPA ROAD**

**DODDIKUNTA, COX TOWN E-mail:** sudhakarn688@gmail.com

**BANGALORE: 560005 Phone:** 9538162555

# CAREER OBJECTIVE:

## I am looking for a position in operations that utilizes my proven record of excellent interpersonal skills, communication, leadership, multi-tasking and flexibility skills. I am committed to continual performance development at the workplace

# EXPERIENCE:

## TEAM LEADER, DIAGONAL PRACTISE, BANGALORE –APRIL-16 TO MARCH-19

**ROLES AND RESPONSIBILITES**

## Handling the Reimbursement Request from the POC.

## Maintain the Invoices, Bills and Approved Documents update in to the system for executive payments.

## Handling Approved & Rejected Documents for Audit Reporting.

## As our reports are primarily prepared in Microsoft Advance Excel, well versed with its usage

## BGV handling Education Address Criminal Checks and sending reports to client’s

## Prepare product or service reports by collecting and analyzing vendor information.

## Handling the calls from the Client if they have any Queries with regards to Process of verification

## Preparing Daily and Monthly MIS reports to Management

## Solving Escalation issue from Client with regards Verification completed by Sources.

## CUSTOMER CARE EXECUTIVE, ECPL, HRBR, BANGALORE-JUNE15-FEBRUARY-16

**ROLES AND RESPONSIBILITES**

## Handling the calls from the Client as well as vendor if they have any Queries with regards to Process of verification

## Fulfilling requests by clarifying, completing issues, forwarding requests.

## STORE MANAGER, SAMSUNG, RAJAJINAGAR ORION MALL, BANGALORE-APRIL12-JUNE-14

**ROLES AND RESPONSIBILITES**

## Assisting the customer to make a choice to understand, clarify, resolve problems and doubts, and assist consumers in making the choice that meets their wants.

## Develop and implement sales for stores to meet the business objectives.

## Management inventory and ensure availability of relevant stocks to enhance sales.

## Man Management, ensuring high performance levels.

## Effective listening not only with the customers but also within the organization by ensuring timely and accurate reporting.

## Conduct regular audit checks pertaining to Cash/Credit Card & inventory management Co-ordinate between franchisees & company to ensure timely action of specified tasks, relating to dispatches.

## CUSTOMER CARE EXECUTIVE, SONY CENTER, FRAZER TOWN, BANGALORE – SEPT 10-JULY 11

## My responsibility included sales of panel Television(Bra via),Digital Cameras, Handy Cam ,Play station, Mobiles, Hi Fi systems, home theaters etc. The monthly sales achieved on average rupees Twenty two lakhs . I achieved target 8 of 10 months and been awarded with specialist and best performer for 5 months. Had to insure the product to deliver on time and installation at time and educate the customer regarding feature of the product .Had to keep the company informed about current trends and pricing by visiting comp tiers . Keep the management informed about the current stock levels so as to ensure the store carries the right product

# EDUCATION QUALIFICATION

* Bachelor of Commerce in C V Raman University

## PUC in R.J.S College

## S.S.L.C. in St. Aloysius High School

## 

**Technical Skills**

* Conversant with MS Office (Word, PowerPoint & Excel) and Internet Application
* Excel Advance SQL Basic

**Additional Skills**

* Can interact with any type of customer with good communication skill.
* Capable of matching client’s expectation in providing Exceptional Customer Service.
* Mostly Assertive in Communication may be passive if required according to the situation
* Adaptability, Multitasking, Leadership, Management, Teamwork, Problem-solving

**Personal Details**

## Fathers Name : Narayanappa.S

## Sex : Male

## Marital Status : Married

## Date of Birth : 12-12-1988

## Nationality : Indian

## Languages Known : English, Kannada, Hindi, Tamil and Telugu

## Hobbies : Playing Cricket, and Foot ball

## Declaration

## I hereby declare that the above details are true and best of my knowledge and belief. I assure you if given an opportunity to work. I will be able to prove myself as a valuable asset for your esteemed organization.

## Name: Mr.Sudhakar

## Date:

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