

Radhika Somnath Shetty

Assistant Manager

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Futuristic & Forward-Looking Leader with an entrepreneurial bend of mind & track record of striving in uncertainty, curiosity & challenges; targeting a senior managerial level position in **Assistant Manager/Senior Manager/Regional Manager** with an esteemed organization



PROFILE SUMMARY

- ❖ **Provided exceptional in-person, telephone, and internet-based service** ensuring effective and efficient client satisfaction
- ❖ **Expertise in discovering the prospective partners, generating business** from new accounts, and developing them to get consistent profitability & expansion
- ❖ **Proficient at maintaining cordial relationships with clients** and ensuring quality & service norms to achieve **customer satisfaction, business retention, and providing problem-solving resources**
- ❖ **Skilled in planning, formulating & implementing marketing strategies and promotions** to increase market penetration and drive revenue & profitability by maximizing sales
- ❖ **Competent in implementing effective solutions to the customer needs**, with an aim to improve customer contentment and consequently customer loyalty, repeat & referral business
- ❖ **Operated as a trusted advisor** to current and prospective customers, understanding their unique challenges and goals
- ❖ **Conceptualizing services strategies based on extensive analysis** of service operations and market dynamics; planning & executing customer life cycle management measures to arrest churn levels of customers
- ❖ **Lead teams at Salesforce that will have a direct impact on our company's growth**
- ❖ **Created new business through inbound and outbound opportunities**

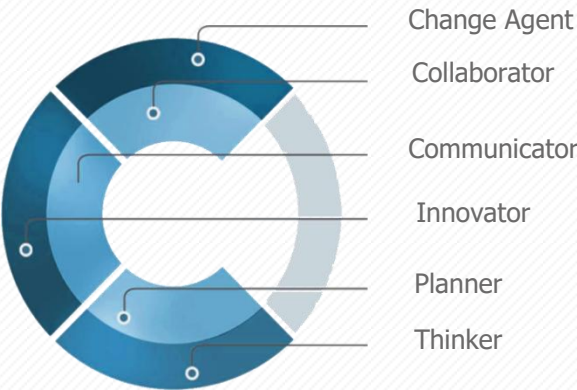


CORE COMPETENCIES

- | | | |
|-------------------------------|-------------------------------|------------------------------|
| Customer Service Management | Business Development | Supply Chain Management |
| Revenue Generation | Customer Lifecycle Management | Customer Database Management |
| Customer Experience & Delight | MIS Reporting | CRM |



SOFT SKILLS

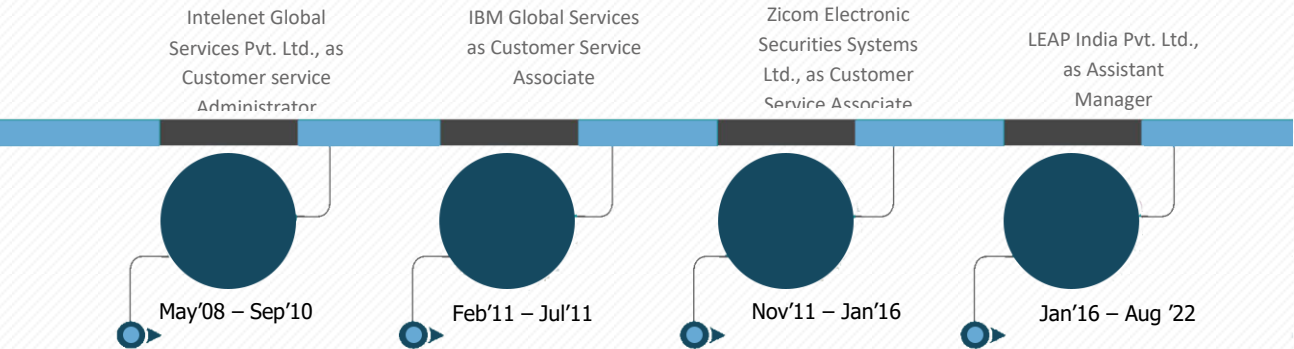


EDUCATION

- Pursuing PGDM from Welingkar Institute of Management
- B.A. from Mumbai University (Bhartiya Vidya Bhavan's College Mumbai)
- 12th from Bharatiya Vidya Bhavan's College, Mumbai in 2005
- 10th from Sheth M.A. High School, Mumbai in 2003



CAREER TIMELINE





WORK EXPERIENCE

Jan'16- Aug'22 with LEAP India Pvt. Ltd., as Assistant Manager

Key Result Areas:

- ❖ Managing orders for 500+ customers on a daily basis
- ❖ Maintaining inbound and outbound service leads from multiple customers across multiple regions
- ❖ Collaborating with customer service & product delivery with regional sales, supply chain executives, and the logistic team
- ❖ Accountable for tracking and meeting call productivity metrics and timeframes
- ❖ Working on generating Customer Transactions Report, Physical Stock Movements & Work Order Management
- ❖ Training staff to meet service and sales objectives
- ❖ Motivated the team, recruited, interviewed, hired, and trained prospective employees
- ❖ Organizing commercial and shipping documents under the Confirm order schedule, as well as invoicing issues as per the cycle days
- ❖ Developing a User manual that provides the processes and instructions for the day-to-day use of Users
- ❖ Providing new user training Created Training Modules for Learning Management System Created/authored Standard Operating Procedures manual that guides the day-to-day operations of the EdifyBiz CRM
- ❖ Heading a team of 8 personnel & monitoring their day-to-day performance as well as conducting training for new trainees in the process
- ❖ Performing SAP B1 customer database creation & maintenance and creating the critical dashboard
- ❖ Gathering requirements and implementing the same in the project related to EdifyBiz CRM

Nov'11 – Jan'16 with Zicom Electronic Securities Systems Ltd., as Customer Service Associate

Key Result Areas:

- ❖ Preserved an annual maintenance contract database & followed up on AMC renewals
- ❖ Managed all inbound and outbound leads received from various sources such as Just dial, Quicker, and others
- ❖ Maintained personal contact with the customer, as well as conducted live chats and phone calls
- ❖ Presented periodic reporting to department manager/assistant manager on customer installation and inquiries
- ❖ Followed up with the Channel Partner, Dealers, and DST as requested by the customer
- ❖ Gathered & evaluated all pertinent information in order to manage product and service inquiries

PREVIOUS EXPERIENCE

Feb'11 – Jul'11 with IBM Global Services (Dubai International Process) as Customer Service Associate

May'08 – Sep'10 with Intelenet Global Services Pvt. Ltd., (Mumbai Vodafone Platinum and Gold Process) as Customer Service Associate

TECHNICAL SKILLS

- ❖ Applications: MS Excel, MS Outlook, MS Word
- ❖ Software: My LEAP (web-based database software)
- ❖ CRM: EdifyBiz (Worked as Project Lead (functional))
- ❖ SAP: B1 Implementation



PERSONAL DETAILS

Date of Birth: 19th August 1986

Languages Known: English, Hindi & Marathi

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