

Curriculum Vitae

Present Address:

Prakash. N

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Objective: To associate with an innovative and vibrant organization, this allows me to put my competencies to the best use, to add value to the organization and contributes to my overall growth as an individual.

Personal Strength: Communication Skills, Confident & Positive Attitude

Education Qualification:

Grade-B in Diploma in Computerized Indian accounting passed in the year 2010

(Accountants Service Society of Chennai) - 6 Month course.

74% in HSC (State Board of Tamil Nadu) passed in the year 2000.

Computer Skills:

Good working knowledge in MS Office tools like Excel, PowerPoint, Word and Outlook.

Very Good Knowledge in Excel to Create MIS Reports Using (VLOOKUP, IF & Condition Formulas)

Tools worked: CRM, Citric, and IFLOW & CPO'S.

Operation System Windows XP & Windows Vista.

Professional Training - As Management Trainee at Ajax Management Consultants Pvt. Ltd,

Course: Advanced Diploma in Accounts and Financial Management

Duration: 1 Month

Work Experience

GANAPATHY AGENCIES(MAY2006-APR2008)

Back office Manager(Distributors for Customer goods)

- Responsible for banking operations.
- Efficiently & effectively managed cash.
- Enough experience in handling all secretarial duties.

Achievements: Joined as a computer Operator & Promoted as Manager and Worked in post for 2year

ALAGAPPA ENTERPRISE (May 2008 - Jun 2010)

Back office Management (Distributors for Aircel Prepaid& Sundirect DTH)

- Handling the sales of prepaid
- Coordinating with the retailers for the Business Development.
- Handling a Team Sales Executives
- Implementation of market strategies in order to achieve secondary and Activation targets.
- Relationship building with the Retailers.
- Plan for product launch
- Merchandising and visibility creating
- DMS (Distribution Management System)
- Relationship building with the Customer

Achievements: Joined as a Back office Executive and Promoted as DBM of Sun direct and worked in post for 1Months

SPANCO BPO Services Ltd (JULY2010-Jan2012)

Subject Matter Expert(Inbound Call Center)

- Customer Support Executive – Inbound Call Center
- Attending Resolving Customers Query
- Attending Customer Request and complaint calls
- Attaining daily, weekly and monthly targets Quality.
- Achieve for the month of mar”2011 for his outstanding performance

Achievements: Joined as a **Customer Support Executive** Promoted as **Subject Matter Expert** of SPANCO BPO Services Ltd and Worked in post for 8 Months.

Subject Matter Expert – Inbound Call Center

- To lead a team of Max 35 members.
- Attending escalation calls apart from taking normal calls (Call value high).
- Attaining daily, weekly and monthly targets specified by the process.
- Adhering to the schedule as prescribed by the TM.
- Conveying the Management requirements to the team with regards to the process.
- Conducting team briefings and Quality briefing.
- Providing the feedback to the process officers at the end of the day.

ALAGAPPA ENTERPRISE (Feb 2012 - Apr 2014)

Management & Accounts Executive (Distributors for Samsung mobiles)

Roles & Responsibility:

- Coordinating with the retailers for the Business Development.
- Handling a Team Sales Executives
- Relationship building with the Retailers.
- Plan for new product launch
- Implementation of market strategies in order to achieve targets.

ONTRACK HR (P) LTD (May 2014 – Aug 2017)

Executive- QRC (Aircel Ltd)

Roles& Responsibility:

- QRC executive 1 year 9 months
- Generating Adjustment & SIM change Report ROTN Customers.
- Maintaining Escalation all postpaid related.
- Postpaid Plan Change (Bulk Activity & Manual)
- Process measure audits like SIM change, Provisioning reconciliation.
- Publishing report on Daily basis for Plan Change, Adjustment & SIM change.
- Designing inventory
- Check & reply all e-mails on daily basis, in order to make sure no mail remain non-responded by the end of the business day

- To ensure that the actual failures are identified and the improving the Quality thereby improving the performance grid and the consistent achievement by triggering the team regularly.
- Central Team Co-ordination:- Co-coordinating with central team towards Application issue, order issue, bulk utility error released issue, Number releasing Issue.
- On boarding (activation) audit, QRC audit
- NPD/VAS Services for both prepaid and postpaid revenue analysis Attending
- Bulk scheme & SIM swap change activity & manual.
- 100% resolution of Customer queries in CRM within TAT.
- Managing channel partners calls and resolving the concerns within the given TAT.
- Rectification on Billing Exceptions and Rejections.
- Closing of CRM concerns pertaining to VAS, SIM change, Scheme change & Other Profile changing activities.
- Team management handle on April'2016 to Aug'2017

ONTRACK HR (P) LTD (Sep 2017 – Mar 2018)

MIS Executive-Sales (Aircel Ltd)

Roles & Responsibility:

- Providing MIS on Every Day Sales Target Vs Achievement
- New DBR's & Channel on boarding process, Documents Collected to Agreement Process
- Exit DBR' & Channel F & F Settlement Process.
- Handling Telecalling Team for First Bill & Second Bill & Third Bill Collections and sales.
- Preparing the Sales Review Presentation for the Business Head
- Cbe Zone Admin related all Works.

Hexaware technology Ltd (May-2018 to Apr-2019)

MIS Senior Executive for Customer support team (Vodafone Idea Business Solution)

Roles & Responsibility:

- Flashing Daily Reports Zone Wise to the respective PAM's (Manager for Customer support & Retention & Relations Team)
- Retention and Targets Data's collecting from the respective Circle teams (Zonal Managers for Customer support).
- Post-paid Activation of New connection for Coimbatore Zone
- Collecting data's from website to generate lead for PAM for target Achieve.

Extra-Curricular Activities:

Cricket & Carom

Physically Challenged: **Yes**

Personal Details:

Father's Name : Mr. K. Nachimuthu,
Date of Birth : 04-06-1982
Nationality : Indian
Marital Status : Single
Languages Know : Tamil & English
Passport : No

Declaration: I Hereby declare that the above – furnished details are true with Proven records.

Place: Coimbatore

Signature

Date:

(N. Prakash)