**CURRICULUM VITAE**

Russell. J .Fernandes

Om Appartment

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Undri.

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***STRENGTHS***

Proven ability to take responsibility and develop client relationships. Strong learning skills. Flexibility and team work. Excellent knowledge of multiple languages English, Hindi, Marathi. Strong knowledge of information system on corporate level.

***ACADEMIC PROFILE***

|  |  |  |  |
| --- | --- | --- | --- |
| S.S.C | MAHARASHTRA BOARD | YEAR-2000 | 38.13% |
| H.S.C | MAHARASHTRA BOARD | YEAR-2003 | 57.16% |
| B.A | MAHARASHTRA BOARD | YEAR-2006 | 2nd class |

***EXPERIENCE***

Period02ndMay 2005 Till Date

Name of the Organization ***Franke*** ***Faber India Ltd., Pune***

Position Held **Asst.Manager**

* Monthly spare target to be achieve
* Prioritize and respond to customer inquiries while maintaining customer satisfaction in accordance with current levels of service measurements.
* Identify growth / up selling opportunities by having a through knowledge of the customer’s queries and related needs.
* Negotiate settlements to resolve disputes to the customer’s satisfaction while maintaining corporate revenue goal.
* Preparing and analyzing daily, monthly, yearly statistics.
* Proposing areas for service development and enhancement of company image.
* Experienced in handling warranty needs of the customers.
* Experienced in handling situations & cases where legal acumen is required.
* Handling all over India spare dispatch & FCC
* Solving service franchise spare queries, spare billing
* Updating exploded view of spare parts.
* Maintaining spare parts at warehouse & solving there query related to SAP
* Handling over 200 plus SF all over india

Period 14th December2003 till 30th April 2005

Name of the Organization ***Prakrith Teleservice, Pune India***

Position Held **Customer Care Executive**

* Provide direct telephonic support to customer including answering queries such as billing.
* Provide in-depth understanding of company product to customers and increase sales.
* Effectively navigate through online with ease and therefore have the ability to instruct customers on usage.
* Personal attendance and care with the aim to assure customer satisfaction and loyalty.

***SKILLS***

Excellent interpersonal skills. In depth understanding of marketing and customer management.

SAP (SD), Microsoft Office (Word / Excel / PowerPoint), Outlook Express,

Lotus Notes-8,

***PERSONAL DETAILS***

Date of Birth 18th July 1979

Marital Status Married

Nationality Indian

Gender Male

**RUSSELL J FERNANDES**

Thanks & Regards