

# PREETHA MC

## Customer Care Manager

### OBJECTIVE

Energetic, enthusiastic, and tireless management professional seeks position with company interested in stronger company growth. Team-leader with proven history of growth and expansion looking to turn a great group of people into an outstanding team that meets all goals

### CONTACT

PHONE:  
+91 9500129992

EMAIL:  
[Preethsur82@gmail.com](mailto:Preethsur82@gmail.com)

## EDUCATION

**B.E.S (ELECTROINCS SCIENCE)**  
**Hindustan College of arts & science**  
Completed in 2003

**HIGHER SECONDARY**  
**Children's Garden School**  
Completed in 2000

**DCA – Diploma in Computer Application**  
**MGR Academy**

## WORK EXPERIENCE

### **Pre Sales Specialist: Matexnet Pvt Ltd**

#### **June 2021 to Till Date:**

Matexnet is an online E Auction company having Branches across Pan India, working in Pre sales process for their New Vertical Matex+ Dealing on Insurance Salvage across Pan India . I am responsible for the entire process of Pre-Sales including but not limited to industry mapping, domestic & international lead generation, client coordination & follow-up.

Source of Appointments: (Email, Calling, LinkedIn Sales navigator)

For Empanelment process meeting is conducted through Gmeet & zoom call with Insurance Companies Claim Head & Surveyors across Pan India.

- ❖ Domestic Plant and Machinery Dealers, Claims head of Domestic Insurance companies. Claims head of Reinsurance - International companies.
- ❖ Target set On. Empanelment process with Insurance companies ,corporate surveyors & Individual surveyors. Getting Quotations from Insurance companies, corporate surveyors & Individual surveyors.
- ❖ Identify Buyers & Vendors For salvage material to succeed auction. Follow-up with the Internal Team ,Insurance companies & Buyers to close the Deal with Sla .
- ❖ Getting Quotation for higher end claims to enhance company revenue. As account Management activity, Keeping constant touch with all surveyors for quotation, through calls what's up

#### **Achievements :**

Joining within three Months started Generating Leads for Appointment for Insurance Companies & Surveyors .

Close to 15 insurance companies ,10 Corporate surveyors & 15 Individual empanelment processes were done successfully.

Achievement Highest Revenue target by closing successful quotation by Conducting E auction

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Customer Care Manager

*Previous Designation:* CRM  
MANAGER

*Previous Company:* Airtel (Bharti  
Telecom) Private Limited

*Functional Area:* CRM/ BPO /  
Customer Service / Operations

*Industry:* Telcom/ISP

*Date of Birth:* Oct 15, 1982

*Gender:* Female

*Marital Status:* Married

*Work Experience :* 9 years

## WORK EXPERIENCE

### **CRM Manager –Bharti Airtel Limited Nov 2009 to Jul 2012**

I have been proud to be a part of CRM launching team in 2009 for our sales team. Ensuring the CRM system provides an effective sales funnel and monitoring relationships with existing customers. Developed and implemented marketing techniques that helped to acquire new customers. Set specific marketing strategies implemented to retain existing customers. Planned and managed multi-channel marketing campaign through CRM. Continuous coordination with all channel partners, other functions, helped with data analysis for sales. As a customer relationship manager had a challenging and ever-evolving role to play when it comes to optimizing the customer experience Successfully.

### **Virtual Account Manager –Bharti Airtel Limited Nov 2008 to Jul 2009**

I was there a part of VAM team ( it was a new initiative by the company, and they have selected me as well as for this profile). Building and maintaining relationships with key customers through virtual management .Overseeing the relationship with customers handled by our team. Resolving high value customer complaints quickly and efficiently, keeping customers updated within SLA.

### **Customer Care Executive –Bharti Airtel Limited Apr 2005 to Oct 2008**

Worked quickly to address and resolved customer issues, helped us to Build long-term relationships with customers. Had a very good experienced Worked across with cross functional team to resolve customer escalation within SLA both presales and post sales.

### **Customer care officer – Flexione (Associate of Bharti Airtel Limited) Aug 2003 to Mar 2005**

Supported Sales team in calling at all levels of business, verification till implementation and also building strong Customer Relationships. Experienced in a sales environment, Negotiation and closing skills.

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## CORE COMPETENCIES

- ❖ Client Satisfaction
- ❖ Customer Relationship
- ❖ Account Management
- ❖ Time Management
- ❖ Quick Learner
- ❖ Analytical thinking

## SKILL

- ❖ Good Communicator
- ❖ Team worker
- ❖ Adaptability
- ❖ Problem solving
- ❖ Expertize in implementing systems & procedure.
- ❖ Team Management

## ACHIVEMENTS

- ❖ Rewarded & Recognized as a best performer for CRM Manager – out of 8 Zonal wise (Entire Tamil Nadu)
- ❖ Best Tele caller award from CEO on achieving all time highest target on Complaint reduction
- ❖ Recognized as a best performer in last four quarter In CRM segment
- ❖ Recognized and Awarded for Achieving Target on Successful CRM implementation
- ❖ Got a best VAM Award for Resolving 95 % of the Complaints with the specified Standards of Service Level Agreement.
- ❖ Best Coordinator award received from zonal head

## LANGUAGE 'S

Langu age	Read	Write	Speak
ENGLIS H	Expert	Expert	Expert
HINDI	Proficient	Proficient	Proficient
TAMIL	Expert	Expert	Expert