

Raghupathy S

Krishna Castle,
60 Pillaiyar Kovil Street,
Jafferkhanpet
Chennai – 600 083

Call: 9942534254

E-mail: raghusampath.v@gmail.com

Objective: To attain a challenging position in a well-reputed organization with a professional position requiring analytical skills and to deliver products, which are of best quality and on time.

Total Working experience: 4 years

Experience

Working as Account Executive (Client Service) in 2adpro Media Solutions from May 2013 to Present.

NATURE OF JOB AND RESPONSIBILITIES:

- Delegated towards understanding Instructions and client requirements
- Understanding the nature of advert, customer fulfillments
- Planning the productivity and sketch the points of quality
- Providing suggestion to customer and getting confirmation via E-mail
- Responsible for assisting designer's in design tools for the operators to work faster and better
- Workflow management
- Daily, Weekly reports (both internal and external dashboards).

As an Account Executive in 2adpro, I worked with various clients, Newsquest from the UK, EW Scripps from the US, Fairfax from both Australia and New Zealand.

I am currently managing print ads of McClatchy & Company from the US, we are currently serving 19 sites across the country. I do manage client's communication (both email & Skype) and need to ensure that every advert is delivered ONTIME. I also manage client's escalation (across all 19 sites) and respond appropriately.

Worked as Customer Relations Executive in TATA Business Support Services from August 2011 to April 2013

I was working for Beachbody, a healthcare company that sells workout DVDs, supplements and accessories.

Customer Relations - I was taking care of the queries from US/UK customers and resolving their problems with care and passion. Making sure every problem is resolved to customer's satisfaction. I am proud that I had been a part of a group who made our client to achieve A+ BBB rating.

This is where I was part of each & every team within the process and excelled in all of them. I did take phone calls from the US for most part and then switched to email & chat support and finally to outbound calls.

Worked as Sales Executive in Altius Infosystems from August 2010 to July 2011.

My primary responsibility here was to make sales. I did make a few random calls to Canada for selling mobility contract for Bell Canada and Solo Mobility. Then, during later part of my tenure I was put into quality and then to lead generation.

Qualification Bachelor of Computer Science during June 2006 –
2009.

Platforms: Windows 95, 98, XP, Windows 2000 Professional

Packages: MS – Office

PROFESSIONAL PROFILE:

- Highly organized and dedicated with Positive Attitude.
- Able to handle multiple assignments under high pressure and consistently meet tight deadlines.
- Have Excellent Written, Oral and Interpersonal Communication Skills.
- Thrive working in a Challenging Environment.

Main Role:

Planning, Scheduling, People Management, Workflow Management, Productivity Reports using MIS tools, Quality Analyses, Fixing Norms and Standards, Innovation in Technical aspects.

PERSONAL PROFILE :

Date of Birth : 17th of October 1988
Age : 26 Years
Father's Name : Sampath V
Marital status : Single
Languages known : English, Tamil

Date :

Place : Chennai

Signature

Raghupathy S