



# Hari Munirathnam

## CRM Specialist/Strategist

### My Contact

✉ 5790hari@gmail.com

☎ +91 9741196144

📍 Rajajinagar, Bangalore

### Skills

- CRM tools
- Vendor Management tools
- Asset management.
- Data quality and inspection.
- Configuration management tools.
- Trend modeling.
- Informatica platform tools.
- Ticketing / Tracing
- Product Requirement Analysis

### Strength

- Decision making
- Communication
- Multi-tasking
- Ability to learn from mistakes
- Assessing the needs of customers
- Engaging personality
- Leadership

### Education Background

- **PAMCC - 2014**  
Aptech Aviation & Academy
- **B.Com - 2013**  
National Institute of Management
- **Pre University - 2009**  
National Institute of Management
- **SSLC High School - 2007**  
Boston International high school

### About Me

Highly dedicated and professional Customer Relations Specialist with over 6.5+ experience with an outstanding record of providing superb customer service. Adept at handling multiple simultaneous service requests with complete accuracy and courtesy. Excellent mentor and trainer for new or less experienced customer service representatives.

### Professional Experience

#### Lowes E-Commerce

*AUG 2019 - Present*

Key responsibilities:

- Looked at improving Lowes's search strategy, product testing, and stock and inventory validation.
- Suggest fixes and improvements based on the above information

#### rBoomerang E-Commerce

*Aug 2017-AUG 2019*

Key responsibilities:

- Data validation, Stock validation, Product matching, Price comparison, Image Search, Validation, Quantity comparison, Product Testing, improved product listing for Lowes compared to the US-based Amazon, Wal-Mart and Home depot.
- Consult with the management team to develop long-term commercial plans
- Suggest fixes and improvements based on the above information

#### Lyca Cargos- West Africa (Aviation Executive)

*June 2016-June 2017*

Key responsibilities:

- Working with key stakeholders and vendors to establish annual goals/objectives and monitoring progress throughout the year, including providing course-correction guidance as warranted to guarantee agreed service.
- Educating and partnering with Process Owners to conduct initial risk assessments on Third Parties during the on-boarding process and ongoing risk assessments through the duration of the Third Party relationship.

#### Air Pegasus, Bangalore Airport (Customer Service Associate)

*Nov 2015-June 2016*

Key responsibilities:

- Looked at Reservation, Ticketing, and refund assistance to passengers.
- Handled customer grievance redressal.

### Achievements

- |             |  |
|-------------|--|
| 2021-2022   | Attended trainings and certifications in Lowe's Internal training program. |
| 2015 - 2016 | Best Employee award for the month of Jan 2016 in Air Pegasus               |