

Name: Rajaruban Chettiar a/l Rajindram
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Date of Birth: 14 July 1986
Tel. Number: 014 – 2105569

PROFILE

Dynamic customer service and sales professional experienced in both inbound contact center and face to face setting. Excel at listening to customer's needs, articulating products benefits and creating solutions to provide value to the customer. Highly professional, committed, responsible and able to perform the duties with minimal supervision.

AVAILABILITY

1 months' notice to current employer.

Expected Salary: (negotiable)

EMPLOYMENT RECORDS

Current Employer

Company Name: RHB Bank
Position Title: Assistant Manager, Customer Service
Salary: RM3720
Date joined: 19th November 2018 till Current

Job Summary

- Supervise the activities of sales representatives and team in order to meet sales target
- Participate in the interviewing, hiring, and training of sales staff
- Address issues in delivery of sales/services, and resolution of customer complaints
- Collaborate with sales management to plan and develop effective sales strategies and to also set goals and targets
- Perform administrative tasks of performance tracking and filing

- Maintain contact with clients in order to create a good working relationship that fosters increased sales and customer base
- Assist sales managers in the planning and organization of periodic sales meetings
- Monitor the performance of sales staff to spot work areas that require improvement
- Recommend and implement training programs for sales reps and team to improve their work efficiency
- Ensure adherence to the work policies, ethics and regulations
- Display and explain company products/services to potential clients to influence purchase

Previous Experience

Company Name: Al Rajhi Bank

Position Title: Telesales Executive

Salary: RM3200

Incentive: RM960 (2018 Monthly Average)

Date joined: May 2017 till 31Th October 2018

Job Summary

- Answering phones from customers professionally and responding to customer inquiries and complaints
- Handling and resolving customer complaints regarding product sales to customer service problems
- Identifying, escalating priority issues and reporting to the high-level management
- Following up customer's complaints or sales needs where required
- Routing inbound calls to the appropriate resources
- Assisted potential and existing customers inquiring about financing products and services
- Consulted with customers on the newest upgrades and packages available

- Completing call notes and call reports as necessary and updating them in the CRM
- Recording details of comments, inquiries, complaints, and actions taken.
- Identifying potential sales opportunities when on call with customers
- Consistently stayed within the top 10 employee for highest grossing sales on a monthly basis.
- Worked closely with management to keep employee morale and increase sales.

EDUCATION

Postgraduate Education

Masters of Business Administration (July 2020 - July 2021)

(Currently pursuing in Lincoln University College KL)

- Did Research Project Paper on *A Study of Perceptions of E-Banking Security and Customer Satisfaction Issue*
- Business Economics
- Business Ethics & Governance
- Business Accounting & Finance
- HR Management
- Organisational Behaviour
- Entrepreneurship
- Strategic Management
- International Business
- Operational Management
- Marketing Management
- Research Methodology

Industry 4.0 Academy

2021 (Under BAC) (2020 - 2021)

- Website Development
- HTML
- CSS
- Bootstrap
- Javascript
- VueJs

FreeCodeCamp (2020 - 2021)

- Completed Responsive Web Design Certification (300hrs)
- Completed Javascript Algorithms and Data Structures Certification (300hrs)

Secondary Education

SPM (Sijil Pelajaran Malaysia) Pass
Sekolah Menengah Kebangsaan Raja Mahadi, Kuala Lumpur.
(1999 - 2003)

Others

YMCA Mandarin Language Class Level 1 – 3
2008

LANGUAGE PROFICIENCY

- English : Fluent (Written & Spoken)
- Malay : Fluent (Written & Spoken)
- Tamil : Fluent (Written & Spoken)
- Mandarin : Basic (Comprehend)

REFERENCES

- | | | |
|---|---|--|
| 1. Deric Ting (Manager)
Al Rajhi Bank
012 2809087 | 2. Gopi (Manager)
Price Solutions Sdn Bhd
012-4647709 | 3. Chester Cheng (Manager)
Scope International Sdn Bhd
012 2265034 |
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