

CURRICULUM VITAE

Rajini B S

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Objective:

To contribute my skills and expertise in customer service, back-office support, sales team management, and virtual assistance to a progressive organization. I aim to enhance organizational growth while pursuing a challenging and rewarding career.

Professional Experience:

Company: Cyber Motorica India.

Lead Manager/ Senior Lead Manager/ Client Relationship Manager.

05/09/2022 – Present.

- Oversee departmental operations and manage cross-functional teams.
- Develop and implement operational strategies to improve efficiency and customer satisfaction.
- Handle client escalations and ensure timely resolution of issues.

Company: Croma Retail Pvt Ltd

Customer Service Manager

Croma Retail, Jayanagar, Bengaluru

15/01/2015 – 20/07/2017

- Managed customer service operations to ensure seamless in-store experiences.
- Led a team of customer service executives, providing training and performance evaluations.
- Monitored and resolved customer complaints to uphold the brand's reputation.

Company: Vodafone Telecommunication Service.

HR Back Office Executive

16/11/2013 – 25/12/2014

- Supported HR operations, including data management and employee onboarding processes.- Assisted in generating reports and maintaining employee records.- Streamlined back-office workflows, improving team productivity.

Company: Abhayaspandhana (NGO)

Data Analyst Manager/

07/01/2012 – 07/01/2013

- Analysed data for NGO operations to optimize resource allocation.
- Prepared and presented reports to stakeholders, showcasing project impact.
- Facilitated meetings with team members to enhance operational efficiency.

Business Owner

Ladies and Kids Beauty Salon

- Owned and operated a beauty salon, managing daily operations, staff, and customer relationships.

Education

-Bachelor of Commerce (B.Com)

Davan Institute of Advanced Management Studies, Davangere University

-PUC

A.V.K. College, Davangere

-SSLC

St. Paul's Convent, Davangere

Technical Skills:

- Proficient in MS Office Suite (Word, Excel, PowerPoint).
- SAP Working Knowledge.
- Virtual Assistance Tools.
- Data Management and Reporting.
- CRM Operations Management.

Languages:

- Kannada (Fluent)
- Hindi (Fluent)
- English (Fluent)
- Telugu (Fluent)
- Tamil (Basic Understanding)

Interests and Hobbies:

- Cooking.
- Listening to Music.
- Internet Browsing.
- Chatting.

Personal Information:

- Date of Birth: 17/03/1991
- Sex: Female
- Nationality / Religion: Indian / Hindu
- Husband's Name: Vikas B

Declaration

I declare that the information furnished above matches my knowledge and belief.

Date:

Signature: Rajini B S