**ARUN NAIR S**  
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**Career Objectives:**

To gain a challenging position in an industry where-in my skills make a notable contribution towards the growth of the organization.

**Professional strengths:**

* Ensure a positive customer experience.
* Handle customer complaints.
* Multi tasking skills and ability to work under pressure
* Good communication and interpersonal skills
* Excellent time management and organizational skills
* Persuasive, emphatic with good problem solving skills
* Ability to deal with external and internal customer support in a professional manner
* Quick learner, detail oriented and ability to adapt to new processes in limited time frame

**Summary of Duties Performed:**

* Nearly 10 years of experience in managing business operations in Telecom industry.
* Additional experience of training and managing people at a challenging level.
* Associated with ZTE Telecom India Ltd as Service Delivery Head.
* Proven revenue generator in all market conditions.
* A keen analyst, highly skilled in market / sales forecasting, quick to identify & formulate strategies to exploit business opportunities.
* Demonstrated ability in restructuring operations to revitalize business.
* Exhibited excellence in building new territories & expanding opportunities within existing client base.
* Distinction of leading & managing operations that have contributed high growth rates on very long term.
* Outstanding relationship building, training & presentation skills. Intelligent, articulate & driven to succeed.

**Specialties:**

***Competitive analysis, Consulting, Customer Relations, Customer Satisfaction, Customer Service, Decision Making, Inventory Management, Market planning, Marketing, Negotiation, Networking, Promotional materials, Recruiting, Retail, Pre-sales, Supervisory skills***

**Employment History:**

**Current Organization: Griantek Technologies**

Duration: Jan 2014 to Now.  
Designation: Marketing Manager – Business Operations

**Organization 1: ZTE Telecom India Ltd**

**Duration: August 2010 to Feb 2012.  
Designation: Deputy Manager**

* Wireless Network Business operations
* Serves as a centric point of contact for customers with complaints, queries, request, feedbacks etc.
* Logistics and Materials Management
* Resource and Vendor Management.
* Motivating the team to achieve high standards and KPI targets.
* Handling client enquiries and acting as the face of the business.
* Working with the sales and marketing team to drive sales forward.
* Monitoring & reporting on standards & performance targets.
* Arranging & chairing weekly team meetings, focussing on targets & achievements.

**Organization 2: Alcatel Lucent**

**Duration: Oct 2008 to July 2010  
Designation: Senior Executive**

* Responsible for providing business solutions to corporate customers.
* Logistics and Spare Management
* Ensures customer support by maintaining SLA.
* Materials Management and R&R Tracking
* Ensures that all the requests, queries and complaint of customer are responded in a timely and professional manner.
* Develops as well as maintains the relationship with stake holders
* Supply chain management of Wireless Telecom Projects-Kerala Circle.
* Responsible for proper scrutiny and recording of the complaints received from customers

**Duration: April 2004 to Sep 2008  
Designation: Assistant Manager**

* Responsible for providing business solutions to corporate customers.
* Coordinates with Field Engineering Team in handling n/w issues.
* Ensures 24/7 Customer support and cent percent network availability.
* Maintaining strict SLA in customer complaints.
* Zero down time-Network Management.
* Maintains database of all major n/w issues of corporate customers.
* Trouble ticket creation and remote end trouble shooting

**Organization 4: Asianet Satellite Communications Ltd**

**Duration: Sep 2002 to Mar 2004  
Designation: Junior Engineer – Broad Band Business**

* Responsible for maximizing the ADL business in Northern Kerala
* Coordinates with Technical support team in handling n/w issues
* Provides customer support and handles the queries of client

**Educational Qualifications:**

**MBA – (FT) Marketing and Operations (Dual Major) at College of Engineering Trivandrum (2012-2014) – Aggregate: 76% for 1st, 2nd and 3rd Sem.**

Bachelor's Degree in Electronics and communication (First Class -70%) from St’ Xavier’s Catholic College of Engineering under M S University, Tamilnadu.

Pre-University Degree from Govt: Arts College Trivandrum with Distinction-85% under University of Kerala

Matriculation from Govt: Higher Secondary School Neyyattinkara with Distinction-84% under Board of Public Examinations, Govt: of Kerala

**Awards & Achievements**

* Best employ award from ZTE Telecom India Ltd
* Best employ *–****Achiever Club Award from Alcatel Lucent India Ltd***

**Personal Details**

* Father’s Name - Sasidharan Nair P N
* Date of Birth - 29/04/1981
* Age - 33 years
* Marital Status - Married
* Nationality - Indian
* Sex - Male
* Linguistic Ability - English, Malayalam ,Tamil, Hindi
* PAN - BHVPS5153D
* Passport - K1687959 valid till 2022 Jan 31

**Address for Communication**

‘Anjali’,

VNRA B12,

Aralummoodu P O,

Neyyattinkara,

Trivandrum PIN Code : 695123