ANUMOL CHACKO

(+91) 9999277860 anumol0408@gmail.com

**PROFILE**

A strategic minded individual with five years of experience in Service operations and Client servicing. In depth knowledge of managing clients’ accounts and ensuring total satisfaction at all times. Hands on experience of ensuring service excellence of self and team. Conversant with strategic planning and implementing of core customer service plans.

**Core Competencies**

* Client Relationship Management
* Client needs assessment
* In-service Training
* Strategic Planning
* Leadership, coaching and mentoring – Ability to motivate and train others
* Organize, combined with multi-tasking ability
* Proven expertise in providing account information to clients
* Amazing ability to process and examine client requests and transactions
* Ability to work independently with strong administrative and problem solving skills
* Possess excellent oral and written communication skills

**Professional experience**

* **January 2012 – Decemeber 2015**

***HelpingDoc Pvt. Ltd***

Manager – Communications & Relation

* Managing Client and Customer Relationships
* Chief Mentor & Quality controller
* Ensuring Client’s objectives are met on time
* Providing service satisfaction to Clients by responding to all client queries timely
* Communicating with Sales representatives regarding clients business
* Providing strategic guidance to clients and team members, serving as a senior level client contact
* Assessing and win new business developments with the doctors
* Providing in-service training, workshops, and presentations to Medical Practionars
* Maintaining detailed database of prospects and customers
* Attract and retain loyal clients by building reputation of integrity, knowledge and accountability
* Managing resources and team members while keeping programs on track and ensuring program deadlines are met while handling multiple tasks
* Instilling supervision and motivation to team members in order to ensure they receive the guidance and training necessary for their overall and individual growth and success
* Editing/Proof reading blogs for Website and handling social media platforms like Facebook, Google+
* HR activities - Hiring resources for the company, Interviewing the candidates
* Managing admin tasks
* **Feb 2011– April 2011**

***NDTV 24\*7***

Researcher & PR Executive

* Researching and generating target audience for programmes aired on *NDTV 24\*7, NDTV India, and NDTV Profit.*
* Programmes**:** *We The People', 'Big Fight', 'Left Right and Center', 'Hum Log', 'Muqabla' etc.*
* **Jan 2010– May 2010**

***Pravah (NGO)***

Associate Coordinator

* Mobilize youth participation & execute efficient systems for smooth running of the Event/Workshop
* Lend support in designing, organizing and executing the Event/Workshop, processes including workshops, volunteer, placements, events etc
* Create and maintain appropriate databases
* Ensure review, documentation and circulation of information related to respective Event/Workshop
* Work closely with the Event/Workshop Coordinator to set up and execute operational systems relevant to your Event/Workshop
* **June 2009 - October 2009**

***Accenture Services Pvt. Ltd***

Service Desk

* Provide first line investigation and diagnosis for incidents
* Resolve and close incidents/service requests as per help desk procedures & allocated timelines
* Escalate unresolved incidents/service requests within agreed timescales
* Log relevant incident/service request details per help desk procedures
* Communicate with clients regarding incident progress
* Ensures incidents are up to date at all times until they are resolved

**Work Related ACHIEVEMENTS**

* Awarded Employee of the Month
* Promoted thrice in span of 2 years
* Rewarded midyear appraisals/increment

**EDUCATIONAL SUMMARY:**

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| --- | --- | --- | --- | --- | --- |
| **Examination** | **Discipline/Specialization** | **School/college** | **Board/University** | **Year of Passing** | **Aggregate** |
| PGDM | Public Relations , Advertising and Marketing | YMCA Institute for Media Studies & Information Technology | IGNOU | 2011 | 75% |
| BA | English Hons | Deshbandhu College | D.U | 2009 | 54.88% |
| 10+2 | Commerce + Computer Stream | Modern School | C.B.S.E | 2006 | 75% |
| 10th | S.S.C | St.Joseph’s Convent School | C.B.S.E | 2004 | 61% |

**REFERENCES AVAILABLE UPON REQUEST**