

## **SUMMARY:**

Seeking a challenging role as a customer relationship management wherein my skills and knowledge can be utilized for the growth of the organization.

## **PROFESSIONAL EXPERIENCE:**

A self motivated professional with over **One and half year** in the customer service industry.

- Dedicated to bettering the customer experience with reliable product education, timely assistance, helpful feedback and respectful conflict management response.
- Excellent organizational and communication skills contribute to high levels of efficiency and productivity.
- Strong track record for building productive and positive relationships with diverse customers resulting in improved customer retention and loyalty.
- Proven track record in resolving complex customer issues and implementing workable solutions.
- The ability to assimilate information quickly facilitates in-depth product knowledge and the provision of outstanding customer service.
- Verified achievement of performance bench marks in all areas.
- Monitoring relationships with existing customers through CRM systems.

## **WORK EXPERIENCE:**

### **Customer Relationship Management Leader**

Decathlon Sports India Private Limited (Coimbatore)

May 2017-June 2018

### **Duties and Responsibilities:**

- Organize and run meetings regarding information relevant to customer relations.
- Ensure that customer service sport leader follow all company policies and procedures when dealing with customers.
- Quickly and accurately answered customer queries,suggested effective solutions and resolved issues to increase customer satisfaction number.
- Determine a course of action to resolve customer problems and document customer complaints they resolved for future reference.
- Interact with firsthand both satisfied and unsatisfied customers and assists representatives in handling disappointed customers.
- Monitored cash drawers in multiple checkout stations and maintain adequate cash supply.
- Collects customer payments and if any issues with payment refund option.
- Offering unique discount options and inspiring interest in new product lines.
- Generates reports to higher management on daily basis and Maintain database of customers for follow up.
- Ensure a process flow from the customer's initial order to the delivery of products and services.
- Uses social media to help promote the company's products and services.
- Reviews customer evaluations in regards to service sport leader work and look for the areas that need improvement.
- Trains newly hired sport leader on new products and services offerings as well as special sales and promotions.
- Helps develop the products, services and promotions based on customer preferences.

- Create customer satisfaction surveys and programs to enhance customer feedback.
- Bolstered customer retention by creating and offering unique discount options and inspiring interest in new product lines.
- Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns.
- Collaborated with sales team members to stay current on inventory levels, complete accurate orders and resolve item issues.
- Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
- Consulted with outside parties to resolve discrepancies and create effective solutions.
- Managed timely and effective replacement of damaged or missing products.

#### **ACCOMPLISHMENTS:**

- Maintained a **92% satisfaction rating** over a one year period as a CRM sport leader.
- Directed 2 school visit per week and conducted complex events.

#### **EDUCATION:**

- Karpagam College Of Engineering ,Coimbatore – B.E( Electronics and Communication )  
2014-2018  
CGPA-8.5

#### **ACADEMIC ACHIEVEMENTS:**

Certified of achievement for successful completion of “**The Fundamentals of Digital Marketing** “ by Google digital Unlocked.

#### **SKILLS:**

- Product Knowledge
- Clear Communication
- Upselling
- Database maintenance
- Time management
- Conflict resolution

#### **INTERESTS:**

- Art
- Music
- Reading

#### **PERSONAL DETAILS:**

- **Gender:** Female
- **Date of Birth:** 12/09/1996
- **Fathers Name:** P.Ganesan
- **Languages Known:** English,Tamil,Hindi
- **Address:** 2/6A,Dhanam Nagar 2<sup>nd</sup> phase,mylampati panchayat,chinayampalayam,Coimbatore-641062

**DECLARATION:**

I do hereby declare that the above information is true to the best of my knowledge.

Place:Coimbatore

G.Dharini