

CURRICULUM VITAE



SANTHOSH KUMAR.R

**SANTHOSH BHAVAN,
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EXPERIENCE



CAREER OBJECTIVE

Intend to build a career with leading corporate of Hi-Tech environment with committed and dedicated people, willing to work as a key player in challenging and creative environment and explore myself fully with potential and would sincerely serve my best effort for the growth of the organization.



PROFILE

11+ years of experience in Customer Care, Computer administration. Graduate in Business Psychology', Specialized in Customer Care Management. Much experience in 'Customer Care Management' from well-known famous establishments.



ACADEMIC QUALIFICATIONS

COURSE	INSTITUTE	YEAR	MARKS (%)
S.S. L.C	ST GEORGE HS - KAIPUZHA	1994- 1995	50 %
PRE-DEGREE	K.E.COLLEGE MANNANAM (M.G. University)	1995- 1997	65 %
B.A -Business Psychology(Specialized in Customer Care)	K.E.COLLEGE MANNANAM (M.G. University)	1997- 2000	75 %



COMPUTER CERTIFICATIONS



- Diploma In Computer Applications(DCA)
- Diploma In Microsoft Office Packages.
- Post Graduate Diploma In Microsoft Office, Adobe Packages, Electronic Data Processing(EDP).
- Proficient in Toyota i-Crop, Oracle Siebel Business Management Software and Honda D-lite (Dealer Management Software).
- Proficient in Office Automation and Administration



OPERATING SYSTEM EXPOSURE

- Windows 10, Apple Macintosh OS X



PROFESSIONAL EXPERIENCE

○ BHIMA JEWELS-KOTTAYAM



July - 2007 to May - 2009

Designation: Customer Care Manager

Responsibilities

- Tend to the needs of customers.
- Assist customers in finding what they are looking for in store.
- Manage a team of 30 - 40 staffs developing customer relations.
- Ensure outstanding customer satisfaction by maintaining Strong working relationships.
- Preparing and supervising the production of publicity brochures, handouts, direct mail leaflets, promotional videos, photographs, films and multimedia programs.
- To understand directly the customer's complaints and suggestions.
- Customer service focus-developing, maintaining, and ensuring the high quality of client or customer relationships.
- Strictly follow up with customers regularly, and to improve the quality of service, customer satisfaction and reputation of the company well.
- Planning, developing and implementing PR strategies.
- Liaising with and answering enquiries from media, individuals and other organizations, often via telephone and email.
- Collating and analyzing media coverage.
- Maintaining and updating information on the organization's website.

● NIPPON TOYOTA – KOTTAYAM



June - 2009 to August - 2013

Designation: Sr.Officer-Customer Relations

TOYOTA
NIPPON TOYOTA

Responsibilities

- Take ownership of customer issues and follow problems through resolution.
- Handling Post service phone calls. (P.S.F).
- Followed up with customers to ensure satisfaction and increase improve quality of service.
- Keep accurate records and documents customer service actions and discussions.
- Monitoring and resolving Customer complaints and issues.
- Supporting the sales/service team in day to day business promotions.
- Assist sales/Service team in business acquisitions, planning, retention and management.
- Handle complex and escalated customer service issues.
- Maintain product or service knowledge.
- Provide administrative and operational assistance to ensure smooth product delivery to customers.
- Maintaining and updating customer databases.
- Ensure to provide 24/7 support of exceptional customer service.
- Answering emails, Writing to customers, Processing orders.
- Evaluates product complaints and call information and provides feedback to Engineering and Manufacturing for corrective action or further investigation.

● MARIKAR FIAT-KOTTAYAM



September 2013 to November 2015

Designation: Customer Relation Manager

Responsibilities

- Manage a team of 15 - 25 staffs developing customer relations.
- Maintain and monitor Sales and Service divisions customer relations department KPIs (including CSI) for business analysis
- Ensure outstanding customer satisfaction by maintaining Strong working relationships
- Maintain complete and accurate customer correspondence data.
- To understand directly the customer's complaints and suggestions. Strictly follow up with customers regularly, and to improve the quality of service, customer satisfaction and reputation of the company well.

- Customer service focus-developing, maintaining, and ensuring the high quality of client or customer relationships.
- Resolving Customer complaints timely and effectively and taking steps to ensure such complaints are avoided in future
- Monitoring Post sales/service phone calls.(P.S.F).
- Conducting Service Camps, Events, Displays, Customer Meet etc.
- Plan, organize, direct, manage, and evaluate the customer service activities.
- Assist sales/Service team in business acquisitions, planning, retention and management.
- Conduct regular reviews of CSI with the Sales and Service senior management and highlight areas of concern and define an overall action plan
- Communicating courteously with customers by telephone, email, letter and face to face.Meeting Customer in field for resolution of complaints.
- Implement strategic plans to improve customer service and company's revenue.
- Keeping ahead of developments in customer service by reading relevant journals, going to meetings and attending courses.



PENINSULAR HONDA- ALLEPPEY

December 2015 to August 2018

Designation: Customer Relation Manager



Reason for resignation: *Due to the medical emergency of my father*

Responsibilities

- Manage a team of 15 - 20 staffs developing customer relations.
- Monitoring Post service phone calls. (P.S.F), Coordinating Service Marketing.
- Analysing and resolving Customer complaints and issues.
- Conducting Service Camps, Events, Displays, Customer Meet etc.
- Operations in Oracle Siebel Business HONDA Dealer Management Software (DLite).
- Strictly follow up with customers regularly, and to improve the quality of service, customer satisfaction and reputation of the company well.
- Maintain complete and accurate customer correspondence data.
- Conducting Daily Morning and DM meeting for analysing performance of the team.
- To understand directly the customer's complaints and suggestions.
- Plan, organize, direct, manage, and evaluate the customer service activities.
- Assist sales/Service team in business acquisitions, planning, retention and management.
- Monitor the service marketing executives, set monthly and daily calling and appointment generation targets
- Analyze customer satisfaction levels and define customer specific plans to ensure delight for all current and prospective customers
- Implement strategic plans to improve customer service and company's revenue



LANGUAGES

- 1.English ●●●●●
- 2.Malayalam ●●●●●
- 3.Hindi ●●●●●



INTERESTS

- Travelling.
- Reading.
- Driving and Sports.



SKILLS

- Customer Relation, Leadership Organizational.
- Information Technology Skills.
- Communication.
- Problem Solving.
- Strong Work Ethic.
- Software proficiency.
- Teamwork/collaborative.
- Emotional Intelligence.



FAMILY DETAILS

- Father's Name : Lt.Col.K.K.RAVINDRANADHAN NAIR .VSM,SM,VrC.
- Occupation of Father : Ret. Lieutenant colonel - Indian Army
- Mother's Name : Indiradevi.R.Nair
- Occupation of Mother : Ret.Teacher (N.S.S. Higher Secondary School- Thrissur)
- Brother : 1 Younger (Software Engineer, Apple Incorporated –Singapore)
- Gender : Male
- DATE OF BIRTH : 17-SEPTEMBER-1977
- Marital Status : Single
- Religion/Caste : Hindu/Nair

DECLARATION

All the information mentioned in the resume are correct to the best of my knowledge and believe.

SANTHOSH KUMAR.R

**KOTTAYAM
01-Dec-2018**

