



ARUNCHANDRAN M

CLIENT SERVICE AND OPERATION

CONTACT

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Kerala, India

LinkedIn:
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STRENGTHS

- Excellent interpersonal and analytical skills
- Excellent communication skills
- Interested to take new challenges
- Reliable and trustworthy
- Excellent management skills with ability to delegate and supervise
- Energetic and well physical condition
- High zone of tolerance and hardworking
- Excellent team worker

IT SKILLS

- Microsoft Office Suite (Excel, Word, PowerPoint, Access)
- Internet Applications
- Tally

CAREER ABRIDGEMENT

- Honest and professional contribution in achieving organizational goals with hard work and experience. As well as striving for constant self-improvement and value addition for self as well as for the organization worked for.
- An effective communicator with strong analytical, problem solving & organizational abilities

PROFILE SUMMARY

- A dynamic professional with over **9 years of experience in Client Service, Operations, Guest relations & Front Office**
- **Retail sales, B2B sales, Business development and marketing activities**
- Cash, inventory and purchase activities
- Experience in handling Sales & Marketing/Business Development Activities, Analyzing Market Trends
- Resourceful in exploring business potential & opportunities and expanding client base to enhance business volumes.
- Skilled in interfacing with clients, understanding their requirements and suggesting the most viable solutions/products to them for maximum client retention
- Doing Corporate Redemption activities all over INDIA
- Handling cash and expenses.

KEY SKILLS

Leadership	Communication	Analytic Skills
Willingness to Learn	Creativity	Time Management
Conflict Resolution	Work Ethic	Adaptability
Self-motivation	Hardworking and Sincere	

EMPLOYMENT CHRONICLE

- **FLOOR MANAGER** | Mar 2022 to Present
CITY INVESTMENTS PVT LTD, MALDIVES
- **GASTRO CENTER** | 1st Oct 2020 to Feb 2022
FRONT OFFICE AND OPERATIONS
- **PETALS INDIA PVT LTD** | Feb 2019 to Sep 2020
ASST MANAGER SALES AND OPERATIONS
- **MALABAR GROUP (B2B DIVISION)** | 2013 - 2019
EXECUTIVE NATIONAL OPERATIONS AND CLIENT SERVICE
- **MALABAR GOLD AND DIAMONDS**
SALES EXECUTIVE
- **MALL OF TRAVANCORE**
EXECUTIVE MALL OPERATIONS AND LEASING
- **SREE CHITHRA INSTITUTE FOR MEDICAL SCIENCE AND TECHNOLOGY** | 2009 - 2012
**PROJECT ATTENDENT
TECHNICIAN
TRAINEE**

EXTRA CURRICULAR ACTIVITIES

- Volunteering at Samoohika Sannadhasena (Govt of Kerala)
- Indian Red Cross Member
- Kerala Civil Defence
- Data Entry Operator at DMO Office for COVID-19 Helpdesk
- Police Volunteer at Kerala Police
- Emergency rapid response team Member, Trivandrum
- Helpdesk (COVID-19) Co-Ordinator at Kerala State IT Mission
- Member of Malabar Cricket League Maharashtra Team (2016, 2017, 2018)
- Member of Jio Football Team 2019
- Member in National Service Scheme

LANGUAGES KNOWN

- English
- Hindi
- Tamil
- Marathi
- Malayalam

HOBBIES

- Playing Cricket and Football
- Listening to Music
- Sports
- Traveling

REFERENCE

- Available upon request

DUTIES AND RESPONSIBILITIES

- Keeping records of customer interactions, transactions, complaints.
- Assist customers with any queries or requests.
- Developing growth strategies and plans with team handling
- Managing and retaining relationships with existing clients
- Experience in purchase, barcoding, Branch sales operations
- Setting individual sales targets with the sales team.
- Tracking sales goals and reporting results as necessary.
- Overseeing the activities and performance of the sales team.
- Coordinating with marketing on lead generation.
- conducting exhibitions / post sales service to clients
- Developing your sales team through motivation, counseling and product knowledge education. Meeting planned sales goals.
- Managing organizational sales by developing a business plan that covers sales, revenue and expense controls.
- Having an in-depth knowledge of business products and value proposition
- Writing business proposals and mall operations and leasing.

ACADEMIC CREDENTIALS

BTS –BACHELOR OF ARTS IN TOURISM STUDIES(IGNOU)	2021
<ul style="list-style-type: none">• REG NO:187159227• 61%	
DIPLOMA IN HOSPITALITY MANAGEMENT	2020
<ul style="list-style-type: none">• National Centre for Labour and Learning• 68%	
ELECTRICAL (NTC)	2008
<ul style="list-style-type: none">• Govt ITI College, Dhanuvachapuram, Tvm• 73%	
PLUS TWO (COMMERCE)	2006
<ul style="list-style-type: none">• NHSS Nellimoodu, Tvm, Kerala• 59%	
CLASS X (PHYSICS, MATHS)	2004
<ul style="list-style-type: none">• NHSS Nellimoodu, TVM, Kerala• 61%	

PERSONAL DOSSIER

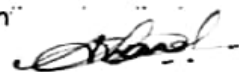
Gender	: Male
Date of Birth	: 02-11-1988
Nationality	: Indian
Marital Status	: Married
Passport Number	: U7397998
Permanent Address	: Akshaibhavan, Mulamoodu, Eruthavoor, Balaramapuram P O, Thiruvananthapuram-695501, Kerala, India

DECLARATION

I hereby declare that the above-mentioned information is true and correct and I Bear the responsibility for the correctness of the above-men"

Place : Trivandrum

Date :



ARUNCHANDRAN M