

DINI K DEVASSIA

CRM - AFTERSALES

CONTACT

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W/o Mr.Sarath Prasad
Pulickal house, Edakochi
Ernakulam - 682010



EDUCATION

BA - Mass Communication
2014 - 2017
PAZHASSI RAJA | PULPALLY

Plus Two – Humanities
2012 - 2014

GMHSS | CHEERAL

SSLC
2011 - 2012
GMHSS | CHEERAL

SKILLS

Leadership
Customer Relations
Strategic planning
Sales and marketing
Man management
Analytical
Communication

LANGUAGES

English
Malayalam
Tamil
Hindi

ADDITIONAL DETAILS

DOB : 24/07/1996

Gender: Female

PERSONAL SUMMARY

Personable Customer Relations leader driven to exceed customer expectations while promoting adherence to company standards and guidelines. Proven history of fostering quick and successful problem resolution, improving customer satisfaction ratings. Demonstrated success in utilizing current technologies to broaden access between customer and

PROFESSIONAL EXPERIENCE

Customer Relationship Manager

Pothens Auto Pvt Ltd (Mahindra Car Dealership Cochin) Since Apr'22 – Dec'22

- Measuring and monitoring customer satisfaction regularly and identifying areas of concern for improvement in customer satisfaction.
- Responsible for Effective and swift closure of customer concerns & take preventive measures for the same through 5Whys analysis.
- Monitoring and performing customer care activities of PSF [Post Service Follow- up], SMR [Service Marketing Report] effectively delivering results within the time frame.
- Preparing Management review meeting report which analyzes workshop performance.
- Responsible for Intello feedback performance score

Front Office Manager

Perfect Honda, Cochin (Jan'20 – Apr'22)

- Anticipate and handle any guest requests and satisfy their needs within acceptable guidelines
- Handle complaints and specific customers' requests
- Answer phone inquiries, direct calls, and provide basic information
- Standardized office structures and processes to promote collaboration and increased performance.
- Responsible for the running of the front desk as leading by example

Customer Relations Executive

Perfect Honda, Cochin (Feb'19 – Apr'20)

- Insurance renewals calls
- Booking followup calls
- Exchange followup calls
- Ceramic marketing and sales