

D.Bhuvaneshwari

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Job Objective

Successfully manage challenging assignments in the area of Business Development / Customer Relationship Management with a high growth oriented organization preferably in customer Relations

Executive Summary

More than 2 **years** of experience in the areas of client servicing, Automobile (Sales & Service). Presently working as **CRE (CUSTOMER RELATION EXECUTIVE)** with **M/s. RDC AUTOMOBILE PVT LTD.** A keen planner with expertise in business development with customer centricity. Resourceful at maintaining business relationship with clients to achieve quality product and service norms by resolving their sales & service related critical issues. Ability to support & sustain a positive work environment that fosters team performance with strong communication and relationship management skills.

Academic Credentials

- ⇒ **B.Com Corporate secretaryship** from Ethiraj college for women in April 2014
- ⇒ MBA Diploma in Financial management

Areas of Expertise

Client Relationship Management

- ⇒ Building and maintaining healthy business relation with all customers
- ⇒ Enhancing customer satisfaction matrices by achieving delivery & service quality norms.
- ⇒ Assessing the customer feedback, evaluating areas of improvements & providing critical feedback on improvements.

Service operations

- ⇒ Effective management of smooth day- to- day operations in regard to allotment and execution of work in a timely manner.
- ⇒ Understanding the customer problems and resolving them resulting in high customer satisfaction.
- ⇒ Identifying new customers and bring added revenue to the company.
- ⇒ Creating a customer friendly surrounding & catering to their needs by providing custom based solutions.

Organizational Experience

CRE-Sales & Service with M\S. RDC Automobiles Pvt Ltd (JEEP @ OMR) Apr'2018-Present

Sales Responsibilities :

- ⇒ Organizing and supervising the delivery of new cars to customers
- ⇒ Responsible to reduce customer concern by interacting with customer and concern department and take necessary action to increase customer centricity
- ⇒ Interacting with customer directly by calling them and taking feedback about their overall sales experience
- ⇒ Lead generation in **DMS** with Customers Enquiries, Scheduling Test Drives.
- ⇒ System generated Gate Pass, Quotation process in predefined formats, Vehicle allocation, Delivery Process, Email and SMS integration.

Service Responsibilities :

- ⇒ Calling customers and getting the feedback from the customer after the service.
- ⇒ Taking care of customer feedback after taking the delivery (Post sales follow up)

- ⇒ **PSF** calls (3rd day , 7th day, 15 th day).
- ⇒ Voice of the customer to be properly Captured and taking care of opening and closing concern
- ⇒ Responsible to reduce customer concern percentage by interacting with the customer and the Service Advisor.
- ⇒ Responsible to reduce the post-delivery concerns by interacting with the customer and the sales team
- ⇒ Handling team with one CRE to handle customers & service complaints
- ⇒ Reporting directly to AGM.
- ⇒ Ensure outstanding customer satisfaction by maintaining strong working relationships

Telecaller & Receptionist-with M/s Ankidyne Play Equipment Pvt Ltd (Chrompet) Jun'15-Jul'16

- ⇒ Diary management and management of meeting rooms
- ⇒ Possibly handling event coordination, both internally and externally
- ⇒ Handling queries and complaints via phone, email and general correspondence
- ⇒ Greeting all visitors
- ⇒ Transferring calls as necessary
- ⇒ Possibly managing office supplies such as stationery, equipment and furniture
- ⇒ Performing ad-hoc administration duties
- ⇒ Maintaining office services as required (such as cleaners and maintenance companies)
- ⇒ Receiving and dispatching deliveries
- ⇒ Assisting with mail as required
- ⇒ Taking and ensuring messages are passed to the appropriate staff member on a timely basis
- ⇒ Assisting the HR team with recruitment, on-boarding and termination processes
- ⇒ Reporting to Branch Manager
- ⇒ Calling customers and getting the feedback from the customer after the service.

Abacus Trainer – with M/s. Ideal Play Abacus India Pvt Ltd (Triplicane)

Apr'12-Apr'14

- ⇒ As a part time worker on weekends worker
- ⇒ Training attended Up to 5th levels.
- ⇒ Took classes during weekends for kids.
- ⇒ Interacting with the Parents.
- ⇒ Conducted State level Competitions & District level Competition

Training Programs Attended

- ⇒ Completed **Tally Certification** securing 80 percent
- ⇒ Completed 2 levels in Hindi scoring first class mark
- ⇒ Active member in Rotary Club
- ⇒ Completed **ITES –BPO certification** conducted by Tech Mahindra foundation.
- ⇒ One month internship training in Raj Paris Civil Construction Ltd, Chennai on functions and process of various departments such as, Purchase, sales, service admin and HR recruitment process.

Personal Details

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| Permanent Address | : #1,Thirupur Kumaran st, Dr.Ambedkar nagar, Moongil lake, pammal-75 |
| Date-of-Birth | : 25th May 1994 |
| Marital Status | : Married |
| Languages Known | : English, Tamil, Hindi (Read & Write) |

Date:

Bhuvaneswari.D

