



KV Sundarraman

“Aaradhana”

No.5 Balaji Nagar, Edayarpalayam Pirivu, Kuniyamuthur, Coimbatore-641 008

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Ambition

“Success is walking from failure to failure with no loss of enthusiasm.”

Past Employment History

Worked with ICICI Bank Ltd as Branch Manager.

Worked with Convergys I (P) Ltd., as Technical Support for Microsoft and also as Trainer for Voice and Accent.

Worked with Aircel Ltd as Customer Care Officer and moved as a Sales Co-ordinator.

Core Competencies Include

- Strategic & Tactical Planning
- Building Alliances & Partnerships
- Multi Channel Product Distribution
- Business Development & Expansion
- Corporate, Retail and Channel Sales
- Key Account Management

Business Skills

Ensuring successful accomplishment of set business targets in the face of growing competition; identifying prospective clients, generating business from new accounts & developing them to achieve profitability.

Organising promotional campaigns and delivering presentations for business development.

Managing complete market communication of products and mobilizing the marketing materials to the trade.

Organising brand awareness activities such as road show and kiosk activities.

Implementing policies, managing daily Business operations and planning use of materials & human resources.

Overseeing the administration of lending, product sales, customer service and security.

Expanding the network through the Branch Banking Channel and DSAs resulting in deeper market penetration and improved market share.

Defining & implementing a customer service strategy of the organization; standardising procedures & policies, and establishing expectations of customer service based on extensive analysis of service operations loopholes and market dynamics.

Ensuring a high-quality customer experience while adhering to the Service Level Adherence for their services.

Providing immediate service support to the customers for resolving their issues and complaints in compliance with preset guidelines and rules; serving as an end point of contact for the customer escalations.

Conducting Customer Satisfaction Surveys, analysing sources of service failures developing actions to correct service failures to achieve the highest customer satisfaction levels.

Experience & Achievements

17+ years of experience in Marketing, Customer service and Training.

Training programs conducted for CII on Etiquettes.

Training program for Bankers on National Pension System through Hero Mind Mine Institute P Ltd.

Training program for "Hindustan Petroleum Corporation" thru "Indus Management Consultant P Ltd" Gurgaon.

Successfully done Standard operating Practices to be followed at Retail outlet.

Successfully done three day work shop in developing "Customer Service" skills for the retail outlet of HPCL.

Training program conducted for dealers on business development for HPCL (MDP).

Sales training for Airtel FSM thru "Centum Learning Ltd".

Training program conducted across Tamil Nadu for Airtel products.

Soft skill training and "American Accent Training" at "Convergys India P Ltd,"

Trainer for "Veta" for IELTS course.

Sales training for students at "Bankers Choice". Talent Sprint.

Forte

Specialised in Soft Skills, Customer Service, Marketing, Sales and Leadership skills.

Languages Known

Speak: English, Hindi, Tamil, Telugu, Kannada, Malayalam

Read and Write: English, Hindi.