

## **CURRICULUM VITAE**

**Rishad M E**



Email : rishicoorg@gmail.com

Mobile : 0507961883

Whats App : 9742689459

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### **CAREER OBJECTIVE:**

Aspiring a job where there is an ample scope for an individual, suitable position in a Progressive organization that gives me an opportunity to prove and polish my skills through challenging tasks.

### **Career Summary:**

Around 8 years of experience in Sales Including 4 years as a customer service Supervisor.

### **Education:**

<b>University/College</b>	<b>Degree</b>
EIILM Sikkim University	B.Com
Karnataka Board	12th Pre University
St Annes High School	S.S.L.C
KSRTC MAdikeri	Diesel Mechanic

### **WORK EXPERIENCE:**

1. Worked as a “**Sales and Service Supervisor**” at **TATA MOTORS,Davangere** from Nov 2006 To Jan 2008.

- Briefing latest updates on product and sharing quality observations.
- Taking care of Sales Team and Work Shop.

2. Worked as a **“Customer Service Representative”** for **SPARSH BPO**,Bangalore from Feb 2008 To January 2011.

**Job Profile** : Joined as Customer Service Executive and worked with different kind Of People.

- Interacting with the different type of people across India to Sell the Premium.

**Responsibilities :**

- Making Outbond Calls and to do the follow up.
  - Briefing latest updates on product and sharing quality observations.
  - Identify and escalate priority issues.
  - Worked for 3different Process.
3. Worked as a **“Operations Executive”** for **IBM DAKSH**,Bangalore from March 2011 To April 2012
- Interacting with Airtel Platinum Customers and Apple Iphone users.
  - Achieving the quality Parameters

**Responsibilities :**

- Handeling inbound calls for an Telecommunication Company.
  - Manage and resolve customer Issues through making Outbond Calls.
4. Worked as a **“Sales Manager”** at **Margin Free Consumer Bazaar,Virajpet** from April 2012 To Apr 2013

**Job Profile** : Joined as **“Supervisor”** and worked with different Type Sales Persons.

- Interacting with the defaulted clients and providing valid information’s to get the orders.
5. Worked as a **“Customer Service Representative”** for **Flipkart**,Bangalore from May 2013 To September 2015

**Job Profile** : Joined as Senior Sales Consultant and worked with different Type Of Teams.

- Interacting with the defaulted clients and providing valid information's to get the orders.
- Achieving the target of 35%

**Responsibilities :**

- Handling inbound calls for an Online Shopping Company.
- Manage and resolve customer complaints
- Identify and escalate priority issues.

6. Worked as a **“Senior Sales Executive”** for **Jobs Academy**, Mangalore from 3rd Nov 2015 To 2<sup>nd</sup> January 2017

**(Got Promoted as Team Leader in August 2016).**

**Responsibilities :** Contact Center Vendor Management

1. Driving SLA (through vendor team) and ensuring 100% of the agreed SLA are met within control
  2. Analyse on the defect areas of the process and implemented with action plan
  3. Monitoring customer's feedback mails based on the interaction and experience they had when called to call center later sharing the analysis on the feedback received
  4. Sharing the data with opeartinos team on critical feedback within 24hrs
  5. Briefing latest updates on product and sharing quality observations.
6. Worked as a **Hub Inchargel”** at **Instakart Services PVT Ltd(Flipkart)**, Virajpet from 19<sup>th</sup> April 2018 To Till Date.

**Responsibilities :** Monitoring all Hub related Operations.

1. Doing Morning operation by receiving the load and sending the Wish Masters to the field.
2. Monitoring them while on field to achive the Company given metrics.
3. Giving a better Customer Satisfaction by following the company SOP.
4. Maintaining the Employees attendance and finance related activities.
5. Working as a Hub Incharge by doing proper plan to achieve all the metrics in given time period.

**ACHIEVEMENTS :**

- Star Cretification Award for the year 2009 and 20015.
- Appreciation from Senior Management Team for being Retention and Quality Champion.

**STRENGTHS :**

- \* Good interpersonal and communication skills,
- \* Commitment to teamwork,
- \* Ability to learn new things quickly.

**PERSONAL PROFILE:**

Date of Birth	6 <sup>th</sup> December 1984
Marital Status	Male – Married
Nationality	INDIAN
PASSPORT NO	P5315906
Language	English, Hindi, Malayalam,Tamil,Tulu and Kannada
Hobbies	Reading,Playing Games

**DECLARATION:**

I certify that the above statements made by me are true to my best knowledge. I agree that in case of any information given by me is found incorrect, the company will have the right to withdraw if selected, the letter of enrolment at anytime without notice or compensation.

**Date : / 12 /2021**

**Place : Al Muteena**

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