



Chiranjeevi Karike

4 years of Professional experience in sales, Telesales and successful record of accomplishment of helping organization along with a proven experience in Tele sales, call center and operation in different companies

Seeking to pursue my career in upper echelons in a prestigious organization where I can effectively utilize my experience towards company growth and learn new things for my career progress as well

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📍 Dubai, UAE

in <https://www.linkedin.com/in/chiranjeevi-k-a71920a9/>

Key Skills

Time Management	Telecommunications	MS Excel and MS Office
Operations	Attention to detail	Problem Solving
Sales and Tele sales	Flexible	Customer Contact
Building Strong Relationship	Agility and Critical Thinking	IBM Maximo and CRM
Customer Support	Team Player	Coordination
Interpersonal Skills	Lead Generation	Recording & Reporting

Professional Summary:

- Master Of Business Administration (Marketing & Finance) With 4 Years of experience in Sales, Tele sales, Call Center, Customer Service and Operations
- 2 years of experience as Call Center Agent in ThyssenKrupp Elevators Dubai Airport
- 1 year worked as Telesales Executive in Pine Labs, Noida, India
- 1 year of experience as Sales Executive in Silver Globe Insurance Brokers LLC, Dubai
- Good hands on experience in Tele sales, Customer Service, Operations, Call Center and Sales
- Ability to work as an individual and as a Team
- Proven track record of working under pressure and meeting deadlines
- Worked on MS Excel, MS Office, Maximo, LMS and CRM

Academic Records:

- M.B.A in Marketing and Finance from JNTU University, Hyderabad, India
- Bachelor of Commerce (B. Com) From Kakatiya University, Warangal, India

Computer Skills:

- MS Excel
- MS Office
- Microsoft Outlook
- CRM (Customer Relationship Management)
- LMS (Leads Management Services)
- IBM Maximo
- Google Spreadsheets

Professional Experience:

Company: ThyssenKrupp Elevators - Dubai Airport

Role: Call Center and Operation Officer

Tenure: August 2017 – August 2019



Responsibilities:

- Receiving calls from clients, passengers and resolving issues by sending technicians
- Logging calls in view as well as in Maximo
- Preparing call back, NBR (Non- Billable Repairs) or service request according to the repair in Maximo
- Once work completed closing the complaint in view and Maximo with proper repair & labor details
- Closing E Dockets within 5 minutes in Maximo
- Liaising with internal and external customers to identify areas for improvement and make recommendations for customer service level improvements
- Follow up and complete daily tasks according to schedule planned
- Point of contact for client communication both internal and external and to manage daily correspondences
- Creating future work orders for preventive maintenance repairs in View & Maximo
- Receiving and responding to approvals and following up on customer calls and mails
- Assisting other contractors, getting unit shutdown approvals from Airport operation control center and arranging technicians to assist them
- Handling and resolving all routine customer complaints received in accordance with the established customer service policies and procedures
- Escalating complex customer complaints to the customer service manager for resolution
- Doing daily follow-ups to get the shutdown approvals from Dubai Airport and Airport operation control center
- Coordinating with Technicians and other companies to complete the work in time
- Monitoring operational performance of both internal and external service providers and occupant satisfaction
- Proven ability to work independently as well as a productive member of a team
- Monitoring construction and renovation projects
- Taking necessary actions regarding customer queries during the shift, including hand over the cases to the next shift or other departments
- Responding quickly to all queries and incidents and be the First line application support
- Managing incidents, including via telephone and mails
- Registering incident in Maximo with proper details for higher management reference
- Informing Airport operation contact center to provide medical help and send clinic team to provide treatment injured passengers
- Sending SMS and mail with the incident video attachment and with incident details
- Recording, preparing and sending incident reports to Dubai Airport Authorities, Airport operation control center & Concern managers

Professional Experience:

Company: Pine Labs – India

Role: Telesales Executive

Tenure: June 2016 to July 2017



Responsibilities:

- Maintaining polite and professional communication via phone and email
- Initiating sales with potential customers over the phone
- Asking questions to engage customers and keep the conversation going.
- Listening to the customers' needs to generate repeat sales
- Gathering and documenting customer information, payment methods, purchases, and reactions to products
- Keeping up to date on all products and informing customers of new products
- Answering customers' questions on the products.
- Providing loans to Aggregator POS machine users through NBFC (Non-banking financial services)
- Selling POS machine Terminals, value added services Business to Business & Business to customer like Promo zone, Encore, Debit Emi & Credit Emi, pine analytics, Brand EMI, Pine DCC and Pay by Points
- Selling Promotions, Advertising and campaigns, preparing Invoice quotations and sending to customers

- Taking payment through online and forwarding this case to concern department to activate services
- Ensure customer service satisfaction and good client relationships and feedback after sales
- Guiding clients how to use services Ensure customer service satisfaction and good client relationships and feedback after sales
- Providing loans to Aggregator POS machine Terminal users through NBFC (Non-banking financial services)
- Updating sold case details Maintaining an updated database of existing and potential clients in LMS (Leads Management System), maintaining CRM, advising clients to download My Plutus App to provide easy and best services

Professional Experience:

Company: Silverglobe Insurance Brokers LLC - Dubai

Role: Sales Executive

Tenure: March 2015 to April 2016



Responsibilities:

- Meeting new and existing clients explaining about general & life insurance products
- Assessing clients current and future insurance needs
- Researching insurance policies and products
- Negotiating policy terms and costs with insurance providers
- According to the requirement preparing quotation & sending to client
- Collecting insurance premiums & Keeping records
- Preparing reports for insurance underwriters and manager to get activate the Insurance policy
- Building and maintaining business relationships with clients and asking for referrals
- Doing coordinator works when there is requirement

Certificate:

- ✓ Master of Business Administration (MBA) attested by UAE Embassy
- ✓ MS Office from Calyx software solutions

License:

- ✓ UAE Automatic Driving License issued in Dubai

Trainings:

- ✓ Customer Acquisition, Retention management and product training was conducted by Pine Labs and Silverglobe Insurance Brokers
- ✓ Business Communication Training was conducted by ThyssenKrupp Elevators

Achievements:

- ✚ Successfully worked in different departments like Sales, operations, Customer Service and Telesales
- ✚ Appreciated and awarded for my commitment towards work and constantly meeting deadline

Personal Details:

Date of Birth:	10-January-1991
Marital Status:	Single
Nationality:	Indian
Languages Known:	English, Hindi &
Telugu Visa Status:	Visit Visa
Address:	Burdubai, Dubai, UAE

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Date:

Place: Dubai, UAE

(Chiranjeevi Karike)