



# ShruthiGauthamChander

## CONTACT

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## ACADEMIC BACKGROUND

**Diploma in Automobile Engineering.**  
Karnataka Polytechnic Kadri Hills  
Mangalore - 575002, INDIA

Duration: 2006 – 2009

## PROFESSIONAL PROFILE

To be part of a great team where my efforts and contributions will be converted to the best interest of the organization, I am very eagerly looking forward to actively participate and research on the continuous development program to enhance effectively in my personal output which will bring out favorable results for the organization.

## EMPLOYMENT HISTORY

### **Priority Customer Relationship Executive**

**T V Sundram Motors Ltd (Dealer for Mercedes Benz Cars)**

NH - 48, Near Kannur Check Post

Mangalore Bangalore Highway, Mangalore -575007, INDIA.

DURATION – JULY2018 – OCTOBER2021

As a Priority Customer Relationship Executive working as dealership SOP ensure the customer satisfaction for future retention & Business. Capture customer feedback and co-ordinate with workshop for resolution of customer complaints.

## RESPONSIBILITIES

- Maintaining the customer data base, accept service bookings from various sources like inbound calls, out bound calls and websites.
- Plan service bookings slots as per the service capacity given by the job controller.
- Sending reminders through mail and out bound calls for service due Cars.
- Capture Customers requirements and confirm the appointment one day prior to appointment date
- Allocating Drivers for workshop and pick up and Drop.
- Updating Scheduled Appointments in E-Dealer Software (Dealer Management Software).
- Checking Star ease package vehicles, remind customer about package ending dates and communicating to customers
- Customer's concern captured through various tools like inbound, outbound, websites and feedback to be communicated to respective department and follow up for the

## TECHNICAL SKILLS

- MS – Office
- Dealer Management System(DMS)

## KEY SKILLS

EFFECTIVE COMMUNICATION

MULTITASKING

CUSTOMER SERVICE

TIME MANAGEMENT

LEADERSHIP SKILLS

GOOD TEAM PLAYER

COMPREHENSIVE PROBLEM SOLVING SKILLS.

WILLINGNESS TO LEARN

HAVING A FLEXIBLE APPROACH TO WORK.

PROFESSIONALISM

## INTERESTS

TRAVELLING.

SPENDING TIME WITH FAMILY.

accomplishment and close the concern after confirmation of customer satisfaction

- Updating Customer complaints in DMS.
- Arranging monthly meeting doing analysis of customer complaints and sending report to branch Head.
- Collecting Spare parts order details from Parts Department and communicating with customers regarding the Parts availability and scheduling a prior appointment.
- Maintaining the daily report and reporting to Branch Head.
- Preparing Monthly report of Business and customer concerns with route cause analysis and reporting to branch Head.

## Senior Customer Relationship Executive

**Excelsior Automobiles Pvt ltd (Dealer for Nissan Cars)**

Mangalore, Karnataka – 575006, INDIA

DURATION – OCT - 2015 TO JUNE -2018

## RESPONSIBILITIES

- Preparing the Customer Master data base and sharing to the team and arranging for out bound calls.
- Scheduling an appointment with the availability of technician and updating in DMS.
- Updating Proper data base of Customer in DMS.
- Resolving Customer concerns with the help of workshop Manager and team and ensure customer satisfaction.
- Opening Pre-Order in DMS for appointment vehicles.
- Preparing daily and monthly report and reporting to Customer Relationship Manager.

## Senior Customer Relationship Executive

**United CarsPvt Ltd (Dealer for Toyota Cars)**

PadilMangalore Karnataka - 575007, INDIA

DURATION - FEB-2013 TO SEPT -2015

## RESPONSIBILITIES

- Assigning a reminder calls to team members.
- Collecting Outputs from team and reporting to CRM.
- Sending Service reminder mails to Customer.
- Doing Post service follow ups.
- Capturing customer complaints.
- Analyzing Customer complaints and preparing rout cause analysis along with workshop team.
- Preparing daily and Monthly report and reporting to CRM.

#### LANGUAGE PROFICIENCY

ENGLISH – FULL PROFESSIONAL PROFICIENCY

HINDI- FULL PROFESSIONAL PROFICIENCY

KANNADA - FULL PROFESSIONAL PROFICIENCY

TULU- MOTHER TOUNGE

#### PERSONAL DETAILS

NATIONALITY	-	INDIAN
GENDER	-	FEMALE
CIVIL STATUS	-	MARRIED
PASSPORT NO	-	V2625429
DATE OF BIRTH	-	10/05/1989
PASSPORT EXPIRY	-	16/09/2031

#### Customer Service Relationship Executive

Cauvery Ford Pvt Ltd (Dealer for Ford Cars)

Mangalore -575011, INDIA

DURATION - DEC 2010 TO JAN 2013

#### RESPONSIBILITIES

- Preparing data for post service follow up
- Conducting effective out bound calls of SFU.
- Capturing customer complaints and updating in DMS.
- Responsible for documentation and reporting to CRM.

#### DECLARATION

I am keen to continue my career and prepared to work in order to achieve my organizational objectives and I hereby declare that the information's furnished above is true to the best of my knowledge.

PLACE:

DATE:

**Shruthi**