



ShruthiGauthamChander

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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.

RESPONSIBILITES

- 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 Cars Pvt 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