



NAVEEN A M

CRM SUPPORT

CAREER OBJECTIVE

To pursue and forward my career into a challenging one where I can utilize my knowledge and work for the development of the company in my designation as a team.

WORK EXPERIENCE

CRM SUPPORT - PVG OVERSEAS MILLS

JUNE 2019 - Nov 2021 - 2 YEARS

- Meeting with Stake holders from other countries to know the requirement and issues on regular basis.
- Analyzes the results of direct marketing and campaigns through online campaigns
- Helps develop new services and promotions based on customer preferences.
- Trains newly hired representatives with CRM software and direct marketing.
- Takes customer complaints and rectify with immediate action plan.
- Prepare and maintain Excel on daily basis of work by EOD.
- Allocate work to Representatives on daily basis.
- Frequent meeting with management to plan strategies for taking business to next level.
- Maintain and lead the Team with CRM Software.
- Interacts with customers using phone, email and in person.
- Prepare and maintain records on Cash flow management from customers.
- Analyzing the market Competition and strategizing accordingly.
- Research and identify New business markets , customer partnership.
- Responsible for timely reaching goods to customers and shipping goods.

EDUCATIONAL HISTORY

Bachelor of Commerce

Sri Krishna Adithya Arts and Science College,
Coimbatore | 2016 - 2019 | 60%

- Junior level Education in Accounting, Commerce, Banking, and Finance and related fields.
- Placement Co-ordinator of the Department.

Higher Secondary

Sub Urban Matriculation Hr.Sec School - Ramnagar |
2014 - 2016

- 74%
- Sports Team Captain
- Cultural Co-ordinator

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SOFT SKILLS

Tally ERP-9, CRM
Applications, Lead Finder

ADDITIONAL COURSE:

Data Analytics (R-tool, SAS,
SPSS, ADVANCED EXCEL)

OPERATING SYSTEM:

Microsoft Windows
XP/7/8/10, Ubuntu

AWARDS RECEIVED

Completed Course on
"International Marketing"
at Concordia University,
London.

Completed DATA
ANALYTICS course in
LIVEWIRE (CADDCENTRE)

Completed INTERNSHIP
PROJECT on DATA ANALYTICS
with "INNODATATICS - USA"