



RESUME

RENUKA M

Mobile No: +971547993107

+971524993507

Email Id: renukadreddy22@gmail.com

Career Objective

A highly disciplined and versatile professional. I am seeking challenging environment wherein my analytical and Communication skills can be best utilized towards achieving Organizational goals. To obtain a good position with your Organization, where I can utilize my first contact experience and skills in a highly stimulating environment.

Experience: (6 Year 9months)

- Currently Working as **Sales Executive** in **Tansheet Al Mubashir Technology L.L.C** franchise of **DU Postpaid Services** from **18th march 2021**.
- **Customer Relation Manager** at **K.H.T.MOTORS** franchise of **TATA** Passenger vehicles from **JUNE 2018 to Dec 2018**.
- 4 Years 2 Months as a **Senior Front Office Executive and Floor In-Charge** at **Advaith Hyundai** franchise of **Hyundai** Passenger vehicles from **10th April 2014 to 28th May 2018**.
- 1 Year as a **Customer Service Executive (Voice Process)** at **Pratham Motors** franchise of **Maruti Suzuki** Passenger vehicles from **6th May 2013 to 29th March 2014**.
- 7 Months as a **Customer Care Executive (Voice Process)** in **COGENT BPO** from **14th September 2012 to 28th April 2013**.
- **Voice Process Executive** in **Airtel Broadband Activation Department (Voice Process)** at **SPICE BPO** from **11th November 2011 to 31st July 2012**.

Roles & Responsibilities:

1. Interacting with the Customers & Convincing the customers by providing all information about offers of products and services to help the customer to make suitable choices. Achieve the individual agreed quantitative sales targets for different product and services.
2. First contact experience with Customers.
3. Creating comfortable environment to the Customers in the Lounge.
4. Delivery of New car to the customer, Test ride with customer.
5. Managing the business's day to day consumer relations Protocols.
6. Fixing of appointment for the service needs, Receiving of customer by the service advisor.
7. Updating the customer about the repair process.
8. Planning daily, weekly and monthly customer contact process.
9. Updating customer about the readiness of the vehicle, Post service follow-up, Interaction during the service like road side assistance, Resolving customer complaints quickly and efficiently.
10. Managing Staff Accommodation Protocols like allocation of rooms to new Joiners, Accommodation maintenance staff management (i.e., House Keeping, Building maintenance).

Educational Qualification

- X std from Govt. Junior College, Madanapalli, Andrapradesh in 1998 with 60%

Soft Skills

- MS Office (Word, Excel, Outlook, PowerPoint, OneNote, Access)
- Google Drive (Docs, Sheets, Slides, Forms).
- Spreadsheets (Excel, Google Sheets, Staff Calendar).
- Email (mail merge, filters, folders, rules).

Personal Attributes

- Good team worker and self-confident.
- Quick adaptability to job challenges.
- Strong leadership qualities.
- Professional Communication.
- Initiative & Committed.
- Analytical.
- Enthusiastic & Professionalism.

Personal Information

Name : RENUKA M
Father's Name : Maligi Chinnareddy.
Nationality : Indian
Date of Birth : 22nd March 1983
Languages Known : English, Kannada, Telugu.
Gender : Female
Marital Status : Married
Visa Type : Dependent.
Visa Validity : 24th November 2022
Permanent Address : W/O Dushyanth Balegar T R
1225, A.W Bin Shabib Twin Tower.
Same building of Shaklan Super Market.
Al Nahda-1, Dubai.

Declaration

I hereby as certain that the above furnished details by me are true to the best of my knowledge.

Date:
Place: Dubai

Signature
(Renuka M)