



PERSONAL BACKGROUND

I have been employed as a customer relationship executive for the last five and half years .I fully beleive that during this time i have acquired excellent teamwork and cross function relationship management skills.

ACHIEVEMENTS

- Diploma in computer application exam passed in 2012
- Best staff (2019,2020)of SBC department in Mahindra Finance and Financial Services Ltd.
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GET IN TOUCH WITH ME

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Address : Dubai,U.A.E

RAGESH E.P

WORK EXPERIENCE

CUSTOMER RELATIONSHIP EXECUTIVE

Five and half years experience in Mahindra and Mahindra financial services ltd. Calicut, Kerala,India.

Job Responsibilities

1.CRM activities in HRM: Using CRM software for Human resource management as well. This saves them from investing time and money in some other software

2.Benefits of CRM as the best HRM software: Recruitment management, Scoring candidates, Payroll management, Accurate employee reports, Employee database management, employee, Employee sentiment analysis, Performance management

3.Works with managers and supervisors to provide a work environment and culture that promotes customer service. Staff development and achievements.

4.Create enduring relationships with all levels of management and fellow co-workers

5.Maintaining teams call quality standards, providing feedback and developing performance development plans

6.Responsible for providing customers with technical support and customer satisfaction by ensuring that all questions and concerns are taken care of the first time they call in for in assistance

PROJECT

Customer satisfaction of SHAKTHI AUTOMOBILES , Calicut , Kerala , India (2011-2012)

EDUCATION

2018-2020	MBA (HRM)	Annamalai University
2009-2012	BBA (HRM)	Calicut University
2007-2009	PLUS TWO	Board of Kerala HSE
2007	SSLC	Board of Kerala Public Education

PERSONAL DETAILS

Age : 31
Date of birth : 24 March 1990
Gender : Male
Religion : Hindu
Father's name : Krishnadasan
Place of birth : Kozhikode
Citizenship : Indian
Marital status : Married
Visa Status : Visit visa
Indian Driving License : 11/5849/2011
Languages Known : English, Malayalam & Hindi

DECLARATION

I hereby declared that the information furnished above is true to the best of my knowledge.

Place :Dubai, UAE

Date

RAGESH E.P