

Karthiban Suppiah

MANAGEMENT INFORMATION SYSTEM EXECUTIVE - CARE SECURITY AND COMMUNICATION SYSTEMS

Abu Dhabi

karthiban5_j4k@indeedemail.com

052-5031092

I am willing to give total support to the organization that I am in, with the experience and capability that I have, to achieve organization's goals and create mutual benefits.

oriented ✓ Strong networking skills ✓ Negotiating skills ✓ Good Judgment ✓ Decision making

LEADERSHIP

Influencing, leading, and delegating abilities

Work Experience

MANAGEMENT INFORMATION SYSTEM EXECUTIVE

CARE SECURITY AND COMMUNICATION SYSTEMS

August 2018 to Present

Generate and distribute management reports in accurate and timely manner.

- ✓ Develops MIS documentation to allow for smooth operations and easy system maintenance.
- ✓ Provide recommendations to update current MIS to improve reporting efficiency and consistency.
- ✓ Perform data analysis for generating reports on periodic basis.
- ✓ Develop MIS system for customer management and internal communication.
- ✓ Provide strong reporting and analytical information support to management team.
- ✓ Generate both periodic and ad hoc reports as needed.
- ✓ Understand customer problems and provide appropriate technical solutions.
- ✓ Analyze business information to identify process improvements for increasing business efficiency and effectiveness.
- ✓ Participate in cross-functional meetings to resolve recurring customer issues.
- ✓ Provide customer support and assistance in issue troubleshooting and resolution.

BUSINESS MANAGER

ELITE FOURTH MARKETING PROCESS

January 2017 to June 2018

Oversee day-to-day operation ✓ Monitor team performance and report on metrics ✓ Prepare asset, liability and capital account entries by compiling and analyzing account information ✓ Document financial transactions by entering account information ✓ Recommend financial actions by analyzing accounting options ✓ Communicate effectively with clients ✓ Contribute to a strong client relationship through positive interactions with client personnel ✓ Communicate with Manager and/or Director on work status and client issues that arise ✓ Gauging levels of financial risk within organizations ✓ Checking that financial reports and records are accurate and reliable

STORE MANAGER

GALADARI ICE CREAM CO

June 2015 to 2016

Ensure high levels of customer satisfaction through excellent sales service ✓ "Go the extra mile" to drive sales ✓ Maintain in-stock and presentable condition assigned areas ✓ Remain knowledgeable on products offered and discuss available options ✓ Cross-sell products ✓ Team up with co-workers to ensure proper customer service

SUPERVISOR

HELLOCORP (PVT) LTD - COLOMBO, LK

December 2013 to May 2015

Tracks historical call volumes. Forecasts future call volumes and creates schedules to meet anticipated demands. Making roster for all the agents.

- ✓ Works with managers, staff and other employees to meet customer needs in a responsive, efficient manner.
- ✓ Effectively plans, organizes, directs, analyses and evaluates staff and processes.

SENIOR CUSTOMER CARE EXECUTIVE

MOBITEL (PVT) LTD - COLOMBO, LK

May 2009 to December 2013

Ensure that customer with queries and complaints are attended and to and resolved, where possible on the first complaints/queries are call.

- ✓ Ensure complete details of subscriber request/complaint are entered in the customer relationship management system.
- ✓ Escalate issues which cannot be resolved to the team leaders / manager.
- ✓ Keep self-updated on new tariff plans / promotions and issues that may impact significant number of subscribers etc.
- ✓ Training new recruits about our products and services.

Education

ECOLE INTERNATIONALE COLLEGE

2006 to 2007

Additional Information

MANAGEMENT

- ✓ Good communicator
- ✓ Multitasking - Can handle many assignments
- ✓ Ability to prioritize independently
- ✓ Decision Maker
- ✓ Project management abilities
- ✓ Accuracy and punctuality
- ✓ Willing to stretch extra hours to complete assigned work.

SALES

- ✓ Strong Presentation skills

PROFESSIONAL QUALIFICATIONS

- ✓ PROFICIENT WITH MS WORD, EXCEL, POWERPOINT AND OUTLOOK.
- ✓ DIPLOMA IN HARDWARE ENGINEERING FEBRUARY - 2009
INFORMATICS (PVT) LTD - KANDY, SRI LANKA
- ✓ ICDL CERTIFICATE (INTERNATIONAL COMPUTER ~~~~~
INFORMATICS (PVT) LTD - KANDY, SRI LANKA
- ✓ EFFECTIVE COMMUNICATION SKILLS, TEAM WORK & CUSTOMER CARE JUNE - 2010
BRITISH COUNCIL -COLOMBO, SRI LANKA