# Curriculum Vitae

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**SAI KUMAR.M. V**

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**Objective:**

To enhance my working capacities, professional skills, business efficiencies and to serve my organization in best possible way with sheer determination and commitment.

**Qualification Summary:**

* MS Management from Glyndwr University of Wales, UK (2010-12)
* Graduation (B.Sc. With Computer Science) – Pragathi Degree College, Nizamabad (2004-07)
* Intermediate (MPC)- Vishvodaya Jr College, Nizamabad (2000 – 02)
* 10th class (S.S.C), Raghava Public School, Nizamabad (1999- 00)

**Professional Experience:**

* Present Experience. : Store in charge in West Zone Supermarket in Dubai
* Recent Experience : Academic Co-ordinator/ Administrator/ Secretary in

Blooming Buds High School

* Tenure : 2yrs (Nov'17 - Dec'19)
* Previous Company : Maruti Suzuki India LTD (MSIL- Dealer)
* Tenure : 4yrs (Jul’14 - Sep’17)
* Job Profile : Customer Care Manager (Service)
* Previous Experience : SVR Multi Specialty Hospital
* Tenure : 2 Years (Apr’12- Feb’14)
* Job profile : Customer Service / Front Desk / Admin

* Previous Experience : Kronospan Facilities Management Services.
* Tenure : 1 Year 3 Months (Nov’10-Jan’12)
* Job profile : Line Supervisor
* Previous Experience : Swamy Dayanand high school, Hyderabad
* Tenure : 2 Years (Aug’08- Aug’10)
* Job profile : Academic In charge
* Previous Experience : Standard chartered Bank, Hyderabad
* Tenure : 1 Year (Jul’07-Jun’08)
* Job profile : Sales executive

**Software Skills :-**

Operating Systems : Windows 7, XP

Databases : SQL Server 2008 R2,

Tools & Utilities : MS-Office, HTML, Java Script basics,

**Work Profile Description:**

**Store in-charge/Supervisor: West Zone Supermarket LLC, Dubai, UAE**

* Maintain receipts, records, and withdrawals of the stockroom
* Preparation of the Purchase order and coordination with vendor for timely delivery
* Receive, unload, and shelve supplies
* Perform other stock-related duties, including returning, packing, pricing, and labeling supplies
* Inspect deliveries for damage or discrepancies and report those to accounting for reimbursements and record keeping
* Rotate stock and coordinate between branches
* Ensure adequate record keeping and manage all documentation to confirm proper stock levels and maintain inventory control

**Administrator: Blooming Buds High School, Hyderabad, INDIA**

* Worked as an Administration in charge in Swami Vivekananda International School of CBSE Syllabus in Hyderabad.
* Promoting our specialties of teaching methods and facilities available to the parents by conducting Parents meeting.
* Calls are made to Parents for the enrollments of their children.
* Handling receptionist calls to resolve Parents issues related with school.
* Conducting refresher sessions for the team.
* Driving quality initiatives in the team

Ensuring Customer Satisfaction

**Customer Service Manager: Maruti Suzuki Dealer, Hyderabad, INDIA**

* Previously working with Varun Motors Private Limited (MSIL - DEALER) which is based into Sales & Service of four wheeler vehicles.
* I’ll take care of different departments in the showroom from which the prominent departments are SMR (Service Marketing Report) & MCP (Maintenance cost Protect).
* Checking for any errors in the entire procedure of servicing regularly & analyzing the weak areas by finding out the Root cause and taking counter measures.
* Customer-centricity is one of the core stones of process and our focus is on retaining existing customers and attracting new customers.
* Taking customers feedback and analyzing the situation. Enacting according to the situation and resolving the issues.
* Leading, mentoring and monitoring the performance of the team members to ensure efficiency in process operations.

**Accomplishments:**

**Present Job: -**

* I have been a part of Steering committee in the company.
* Achieved highest ever CSI score in our workshop.
* 1st Prize Winner of the Regional Level (AP& Telangana) skills competition in 2015 conducted at Hyderabad
* 2nd Prize winner of the National Level skills competition in 2015 held at Bangalore.
* Received appreciation mails from Management for the Development of team in customizing procedures, Modifications and Updating the team members.
* Represented Company by attending seminars at different branch venues.
* Helped HR team in recruiting CCE’s in very short span.

**Key Skills:**

* Understanding product and utility tools.
* Punctuality and time maintenance.
* Negotiating skills acquired by handling customer objections.
* Exposure to international work culture with deep understanding of business practices.
* Quick learner and adaptability to the stressful work environment.
* Maintain good customer relationship.
* Dedicated team player, committed to providing high-quality support and excellent problem solving skills to all organizational levels.

**Personality Traits:**

* Excellent communication and interpersonal skills.
* Ability to give the best result in pressure situations.
* Excellent problem solving skills.
* Goal oriented.
* Leadership skills.
* Motivational skills.
* Optimistic and hardworking.

**Personal Profile:**

Name : M.V.Sai Kumar

D.O.B. : 24th April, 1985.

Marital Status : Married

Nationality : Indian

Languages Known : English, Hindi and Telugu

Passport : R0647463

Validity : 19/06/2027

Visa Type : Employment Visa

Visa Validity : 30th October 2022

Permanent Address : H.no:10-8-56, near Barsing Baba Mandhir,

Gajulpet, Nizamabad.

Telangana, India

Place:

Date: (M.V.SAI KUMAR)