



## SINDHU.P.G

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### Summary

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- ❖ A growth oriented individual with an **experience of 17 years in Automotive Sector** with trustworthy auto care.
- ❖ Hands on experience in **Customer Care, Customer Grievance Management, Client Management and Team Management**.
- ❖ **Competent in team management activities** inside the company automotive field throughout the career.
- ❖ **Competent in Public Relations and Cross Functional** team leadership.
- ❖ Comprehensive knowledge in computer aided - **Database Management & MIS using MS Office**.
- ❖ A Proactive team player with positive attitude and willingness to learn and keep stride with the changing environment.
- ❖ An enhanced interpersonal and communication skill with a flair to carve my own niche in the associated domain and organisation.

**Indus Motor Co PVT Ltd., Mettukada, Trivandrum, Kerala, India.**  
**Senior Customer Care Manager (from April 2013)**

### Company Profile:

**Indus Motors, No 1 Platinum dealer for the last 13 years in Automobile Industry,** South India's largest multi-brand used automobile dealership operating in Kerala since 90's. A venture of Peevees group, owned by MP Mr.Abdul Wahab. They deal with both SUV and SEDAN vehicles of all Maruti vehicles.

### Job Responsibilities:

- To Ensure Customer Satisfaction.
- Execute the solution for complicated and repeated complaints.
- Focus on Service promotional activities.
- Good at negotiation and organizing skills.
- Handled team with strong People management skills.
- Maintaining Workshop target in load and income.

- Attendance maintain, salary preparation, punching updating.

### **Achievements:**

- ✓ Maintaining a top customer service satisfaction rating in Customer Engagement Index (CEI).
- ✓ Best Customer Care Manager Award from Maruti Suzuki India Ltd. in Trivandrum (2010 - 2011)

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### ***Professional Experience***

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**Indus Motor Co PVT Ltd., Maruti Suzuki Dealer, Mettukada, Trivandrum, Kerala, India.  
Front Office Executive (from April 2006 to March 2013)**

**Hilton Motors, YAMAHA Dealer, Ulloor, Trivandrum, Kerala, India  
Front Office Executive (Mar 2003 to Feb 2006)**

**Hilton Hyundai, Hyundai Dealer, PTP Nagar, Trivandrum, Kerala, India.  
Front Office Manager (Jun' 1998 to Nov'1998)**

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### ***Areas of Strength***

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- Excellent communication and interpersonal skill
- Adaptability
- Time Management
- Customer need assessment
- Public Relations
- Cross Functional Team Management.
- Leadership
- Negotiation
- General Administration

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### ***Education***

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- Degree in HINDI from NSS College for Women, Neeramankara.
- Pre Degree in History from NSS College for Women, Neeramankara.
- SSLC from Cotton Hill GHS, Kerala State Board Examination, Kerala, India in the year 1986.

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### ***Additional Qualifications***

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- Diploma in Travel & Tourism from IITC, Bangalore.
- Knowledge of Tally Accounting Package.

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### ***Personal Particulars***

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Date of Birth	: 23 November 1976
Gender	: Female
Nationality	: Indian
Languages Known	: English, Hindi, Malayalam and Tamil (Speak) English, Malayalam, Hindi (RSW)
Passport Details	: R 5999283
Driving License Details (India)	: 1/2778/2005
Current Address	: TC 39/1838, G K Bhavan, GNRA - 30, Chalai. P.O., Thiruvananthapuram, Pincode -695036. Kerala, India.

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### ***References***

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1. Mr. Kiran.S.S  
(Senior Works Manager -Indus Motors)  
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