

# Gangadhar M

S/O Muniraja V

#136, 2nd Cross, New Byappanahalli Extension, Old Madras Road, Bangalore - 560038

Mob: +91 7899981165 — Email: gangadhar292@gmail.com

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## Objective

A motivated and results-driven professional with over 8 years of experience across customer service, sales, operations, and content management. I aim to contribute my skills and expertise to a dynamic organization, driving growth and delivering exceptional value.

## Education

- **SSLC (Secondary School Leaving Certificate):** Sir M. Visvesvaraya High School, Bangalore
- **2nd PUC (Pre-University Course):** Dr. B.R. Ambedkar Evening College, Bangalore
- **B.Com (Bachelor of Commerce):** Dr. B.R. Ambedkar Degree College, Bangalore

## Work Experience

- **Stepboards (Customer Specialist)**  
May 2024 – October 2024 (5 Months)
  - Created engaging product descriptions that enhanced customer understanding and boosted sales.
  - Developed SEO-optimized meta descriptions, resulting in increased organic website traffic.
  - Managed product listings with up-to-date pricing, improving site accuracy and user experience.
  - Designed and edited visuals for promotional campaigns using Canva and WordPress.
- **Blumsmart Fleet Pvt Ltd (Fleet Coordinator)**  
September 2023 – September 2024 (1 year)
  - Managed fleet dispatch operations, ensuring on-time deliveries and zero cancellations.
  - Coordinated emergency driver situations and implemented solutions to minimize operational disruptions.
  - Analyzed data to optimize fleet performance, contributing to a 15

- **DSA (Owner)**  
2019 – Present
  - Established and managed a Direct Sales Agency (DSA), driving business growth and profitability.
  - Built and trained a high-performing sales team, resulting in a 20
  - Negotiated vendor partnerships, expanding product offerings and increasing revenue streams.
  
- **Swiggy (Senior Fulfillment Expert)**  
October 2020 – March 2021 (6 Months)
  - Resolved complex customer issues by coordinating with delivery partners and vendors.
  - Reduced escalation resolution time, maintaining an average of under 15 minutes per case.
  - Increased customer retention by offering goodwill gestures for first-time errors, enhancing loyalty.
  
- **BankBazaar.com (Senior Executive)**  
February 2019 – September 2020 (1 Year 7 Months)
  - Verified client documents to ensure compliance with regulatory standards and accuracy.
  - Trained and mentored new hires, reducing onboarding time by 25
  - Streamlined operational processes, improving efficiency by 20
  
- **Coolpex International Pvt Ltd (Senior Sales Executive)**  
November 2014 – January 2019 (4 Years 2 Months)
  - Managed a 10-member sales team, ensuring monthly sales targets were met and exceeded.
  - Conducted weekly team reviews, providing feedback that improved individual and team performance.
  - Designed and led training programs for new hires, reducing ramp-up time by 30
  - Ensured stock availability for demos and sales, maintaining high customer satisfaction rates.
  
- **24/7 Inc. (Senior Social Media Advisor)**  
December 2012 – November 2014 (1 Year 11 Months)
  - Delivered exceptional customer service, resolving 90
  - Supported new team members in handling escalated cases, fostering a collaborative team culture.
  - Managed multiple customer chat sessions simultaneously, maintaining high productivity levels.

## **Skills**

- Strong leadership and team management abilities, ensuring a collaborative and productive work environment.
- Exceptional problem-solving skills, handling challenges effectively in high-pressure situations.
- Excellent communication and interpersonal skills, enabling positive relationships with clients and colleagues.
- Expertise in sales, customer service, and operational efficiency.

## **Personal Details**

- **Date of Birth:** 16-05-1991
- **Gender:** Male
- **Languages Known:** English, Kannada, Tamil, Telugu, Hindi
- **Hobbies:** Playing Cricket, Playing Video Games

## **Declaration**

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

**Gangadhar M**