Chethan shetty

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# Experience

## Implementation Specialist

### Bizom

Jan 2023 - Present (7 months)

1. Conducting initial client assessments to determine their requirements and identify areas for improvement.
2. Coordinating with cross-functional teams, such as sales, product, and technical support, to ensure successful onboarding and implementation of new accounts.
3. Providing training and support to clients on how to use the product or service, including conducting demos and creating training materials.
4. Tracking and reporting on project progress, including identifying risks and proposing solutions to mitigate them.
5. Collaborating with clients to identify opportunities for process improvement and recommending best practices.
6. Building and maintaining strong client relationships by providing exceptional customer service. 7.ontributing to the development and improvement of the onboarding and implementation process, including identifying areas for automation and efficiency.

## Lead - Customer Delight

### Bizom

Feb 2022 - Jan 2023 (1 year)

1.Developing and implementing customer experience strategies that improve customer satisfaction. 2.Leading a team of customer service representatives to ensure exceptional customer service is provided at all times.

1. Developing and implementing customer feedback programs to gather and analyze customer feedback and identify areas for improvement.
2. Monitoring customer service metrics, such as customer satisfaction scores, and taking corrective action when necessary.
3. Conducting regular training sessions for customer service representatives to ensure they have the skills and knowledge needed to provide exceptional customer service.

## Customer Delight Executive

### Bizom

Feb 2021 - Feb 2022 (1 year 1 month)

## Customer Relations Executive

### Golden bag technologies

Feb 2020 - Jan 2021 (1 year)

## Guest relation executive

### OYO LIFE India

Jan 2019 - Jan 2020 (1 year 1 month)

# Education

## Malaysian Institute of Management (MIM)

### bachelor of hospitality management, Guest relation executive

2015 - 2017

# Skills

Customer Relationship Management (CRM) • Retail • Hospitality Industry • Customer Management • Customer-Focused Service • Sales and Marketing • Operations Management • Distributor Management Software • The Retail Intelligence Platform  
  
**NATIONAL IDENTITY PROOF DETAILS**

* ID Document. : Passport
* Passport number : P0443219
* Nationality : Indian
* Place if issue : Bengaluru

**PERSONAL PROFILE:**

Name : CHETHAN.P

Father’s Name : PREM KUMAR

Date of Birth : 15th may 1996

Gender : Male

Religion : Hindu

Nationality : Indian

Martial Status : Single

Language Known :**ENGLISH,KANNADA,TAMIL,TELUGU,HINDI,**i

Hobbies : paying shuttle badminton, watching hotel

Related programs.

**DECLARATION:**

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