

# VINAYAN K V

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Assistant Coordinator with three years of experience driving revenue growth and exceeding sales targets. Proven track record of developing and maintaining strong client relations, identifying opportunities and closing deals. Seeking a challenging role in a dynamic organization to leverage my sales expertise and contribute to business success.

## PROFESSIONAL EXPERIENCE

### Bethel Technology, Kerala, India 2021 – 2023 **Assistant Coordinator**

- Spearheaded promotional campaign that contributed to a 25% boost overall sales during targeted periods.
- Implemented customer feedback initiatives resulting in 40% increase in customer satisfaction score.
- Collaborated with the marketing team to develop impactful signage and displays, enhancing product visibility and driving impulse purchases.

### IBS Software, Trivandrum, India 2019 – 2020 **Customer Support Executive**

- Daily engaging with customers via phone, email and chat and address their queries guide them through software functionalities and ensure they have a positive experience.
- Managed the escalation effectively, keeping the customer informed at every step. The quick resolution earned praise and strengthen the customer relation.

### R R Donnelley, Trivandrum, India 2018 – 2019 **Customer Support Executive**

- Collaborates with teams, recommends and implement solutions, streamline workflow, and communicate technical information effectively, contributing to the overall success of the project.
- Monitor and enforce security measures to safeguard IT system and data.
- Managed 100 client's data quarterly and maintained individual customer service about up-to-date knowledge of account changes, operations and finance options.

## EDUCATION

### Indira Gandhi National Open University, Trivandrum, India 2019 **Bachelor of Arts Tourism Studies**

- Project – Environment Conservation and Tourism: A Case Study on Ecotourism in Gavi.  
Role of Culture and Heritage Conservation: A Case Study on Major Forts in Kerala.  
Marketing Strategies in Tourism: A Case Study on Padmanabhapuram Palace.

## SKILLS & OTHER

Skills: Quality Assurance, Interdepartmental Collaboration, Deadline Adherence, Database Management, Vendor Coordination, Conflict Resolution, Project Coordination, Budget Monitoring.