

VETRIMURUGAN. S

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Technical Skills

- Extensive knowledge of Internet and computer software's
 - Operating Systems : Windows XP, 7 & 8.
 - ADTP : Advance Diploma in Photoshop.
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Professional Experience:

BYJUS.

(30/01/2023 – 18/08/2023)

Think & Learn Private Limited.

Business Development & Centre Sales Associate.

Roles & Responsibilities:

- Developing and executing strategic sales plans.
- Growing existing accounts.
- Identifying and developing new business opportunities.
- Working closely with the senior management team to ensure that all stakeholders are informed of the progress of the sales team.
- Ensuring that all business development activities are coordinated and executed in a timely manner.
- Documenting the sales process and closing.
- Creating proposals and presentation material.
- Providing support to the sales team on all aspects of the sales process.
- Managing customer relationships.

SRM Group of Company: Pondicherry.

(10/06/2017 – 25/07/2021)

Sales Manager:

Roles & Responsibilities:

- Delivering excellent service to ensure high levels of customer satisfaction.
- Motivating the sales team to meet sales objectives by training and mentoring staff.
- Creating business strategies to attract new customers, expand store traffic, and enhance profitability.
- Hiring, training, and overseeing new staff.
- Responding to customer complaints and concerns in a professional manner.
- Ensuring store compliance with health and safety regulations.
- Developing and arranging promotional material and in-store displays.
- Preparing detailed reports on buying trends, customer requirements, and profits.
- Undertaking store administration duties such as managing store budgets and updating financial records.
- Monitoring inventory levels and ordering new items

Bajaj FinServ Pvt Ltd : Pondicherry.

(21/06/2016 - 02/06/2017)

Pay Roll Sales Officer:

Roles & Responsibilities:

- Present and sell company products and services to new and existing customers
- Prospect and contact potential customers
- Identify opportunities through marketing campaigns, networking, and prospecting activities.
- Reach agreed upon sales targets by the deadline
- Resolve customer inquiries and complaints
- Set follow-up appointments to keep customers aware of latest developments
- Create sales material to present to customers
- Maintain CRM for sales prospecting activities

L&T Finance Ltd: Pondicherry.

(10/06/2015 -10/06/2016)

Pay Roll collection officer:

Roles & Responsibilities:

- Coordinate efforts to collect debts with sales, accounting, and legal departments.
- Create plans and strategies for collecting debts.
- Adhering to financial laws on the regulation of debt collection.
- Contact and communicate effectively with debtors by phone to negotiate and implement debt recovery plans.
- Search publicly available databases to track down people who default on debt, perform background checks and issue loan documents.
- Prevent repeated payment negligence by working out practical debt payments.
- Negotiate settlements to receive payments on certain percentages of debt.
- Maintain electronic records and hard copies of all payment plans, amounts paid, and communications.
- Deliver statements of delinquencies and satisfied debts to credit bureaus and remove outdated records when debts have been satisfied.
- Initiate repossession and other legal proceedings if debt recovery plans fail.
- Advising on repayment plans that are appropriate for the degree of debt and the circumstances of the consumer.
- When necessary, escalating calls to managers.
- Legislative guidelines of the Privacy Act must be followed.
- Entering data and keeping correct records is a must.
- Work in accordance with key performance metrics.

Sparsh BPO: Pondicherry.

(02/12/2014 – 20/05/2015)

Customer Service Associate:

Roles & Responsibilities:

- Answer incoming customer phone calls and take appropriate action for each call
- Maintain customer satisfaction ratings based on explicit criteria set forth by the company
- Attend mandatory training sessions to stay updated on product or company policy changes
- Use company policies to determine if there can be an immediate resolution to a customer issue or if that issue requires managerial input
- Input data into the company computer platform to keep each customer record updated

Education Details:

B.Com.(C.S)	- Achariya Arts & Science College, Pondicherry	2011-2014
HSC	-Wiseman Higher Secondary School, Pondicherry	2011
SSLC	- Wiseman Higher Secondary School, Pondicherry	2009

DECLARATION:

The above details are true to my knowledge.

Thanking you

Date: 08/09/2023

Yours Faithfully

Place:

(S. Vetrinurugan)