

# VIKRAM SINGH PRADHAN

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## SUMMARY

Senior Associate with 7 years above of experience driving operational excellence and enhancing client experience. Proven track record in service delivery and boost client satisfaction. Expertise in operational movement and process improvement. Committed to developing talent through comprehensive training programs. Adept at collaborating with stakeholders to ensure alignment and effectiveness in resource management.

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## WORK EXPERIENCE

### SUTHERLAND GLOBAL SERVICES

6th JUN 2022 – Present

#### Sr. Associate-CS Phone,

- Our client oversees a vast and diverse network of project sites spread across several countries, including the UAE, KSA, Oman, Kuwait, Qatar, India, Australia, and Bangladesh. With continuous logistical activity and dynamic transportation needs, our operations team ensures meticulous oversight of all vehicular movements. This includes end-to-end coordination, route optimization, adherence to traffic regulations, and the implementation of robust safety protocols. Our commitment goes beyond efficiency—we actively prioritize the welfare of every driver, ensuring that transportation operations are not only streamlined but also compliant with the highest safety standards across all regions.
- We maintain a structured and responsive communication framework that keeps all relevant stakeholders and department heads informed in real time. Whether it's the prompt dissemination of emergency alerts, timely flagging of discrepancies, or the smooth execution of approval workflows, our system is designed to ensure complete transparency at every stage. This proactive approach fosters a culture of accountability and minimizes operational blind spots, empowering decision-makers to respond quickly and decisively.

### SUTHERLAND GLOBAL SERVICES

11th NOV 2019 – 13th APR 2022

#### Sr. Associate-CS Phone,

- Our client delivers sales and services across the U.S. for home appliances, solar panels, electronic equipment, and comprehensive home care solutions. We ensure prompt service and seamless installations by our skilled technicians, guaranteeing customer satisfaction every step of the way.
- Our top priority was delivering exceptional customer satisfaction while fostering long-term loyalty and retention.
- We believe that by consistently exceeding expectations and addressing customer needs with care and precision, we can build lasting relationships that drive mutual success.
- Our commitment to innovation and quality ensures that every interaction strengthens trust and reinforces our dedication to excellence.

### Tech Mahindra Business Solutions Ltd

19th OCT 2018 – 2nd NOV 2019

#### Customer Relations Advisor,

- Our client, a prominent telecom service provider with a well-established presence across the UK, adopted a relationship-centric approach to business growth, with a particular emphasis on nurturing and deepening connections with their existing customer base. Recognizing that customer loyalty is pivotal in a competitive telecommunications landscape, they made customer retention a cornerstone of their strategy.
  - Our role was instrumental in driving this vision forward. We provided targeted support through a suite of personalized service offerings aimed at meeting the evolving needs and preferences of their diverse clientele. This included the strategic introduction of new, value-driven phone contracts that offered more flexibility and affordability; thoughtful revisions to billing structures, enabling customers to opt for plans that best suited their usage patterns and financial comfort; and carefully curated product promotions that rewarded loyalty and encouraged continued engagement.
  - These initiatives not only elevated customer satisfaction but also established a deeper sense of trust and brand allegiance. By aligning offerings with customer expectations and maintaining proactive engagement, our efforts played a significant role in improving retention metrics, fostering repeat business, and contributing to steady, long-term revenue growth for the client.
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## FST GYMS & CROSSFIT PVT LTD

MAR 2018 – OCT 2018

### Sales & Branch Manager,

- As a Branch Manager, I am responsible for orchestrating the day-to-day operations of the branch, ensuring that all functions run with precision and efficiency. This includes supervising facility maintenance to uphold safety and cleanliness standards, managing staff performance to cultivate a high-morale environment, and implementing operational policies that promote consistency and service quality. My role demands strategic oversight as well as hands-on leadership to align team efforts with the broader goals of the organization, fostering an environment where both employees and members thrive.
- My core priorities center around delivering an outstanding customer experience, optimizing team dynamics, and achieving consistent revenue growth. I strive to ensure that every member interaction reflects our commitment to quality, from personalized service to a welcoming atmosphere. At the same time, I take an active role in mentoring staff, enhancing productivity through regular training, feedback, and recognition. By aligning our service excellence with sound business development initiatives, I work to expand our member base and drive sustained financial success for the branch.

## PEOPLE INTERACTIVE(I) PVT LTD

9th AUG 2017 – FEB 2018

### "Shaadi.com" Select Service Advisor,

- Led the onboarding journey for prospective candidates by guiding them through seamless profile setup, ensuring their information was accurately and thoughtfully captured to reflect individual preferences and values. Maintained active engagement by addressing queries, offering clarity on platform features, and creating a welcoming environment from the outset. Each profile was meticulously evaluated to align individuals with the most compatible matrimonial matches, taking into consideration not just preferences, but cultural and personal nuances.
- Acted as a bridge between compatible candidates by facilitating timely and respectful introductions. Coordinated initial communications with discretion and sensitivity, setting the tone for meaningful interaction between potential matches. This role demanded both interpersonal tact and strategic alignment to ensure connections were well-matched, leading to genuine engagement and increased success in forming relationships.
- Provided ongoing guidance and emotional support throughout the entire matchmaking process, helping clients navigate important decisions with confidence and clarity. Actively followed up with both parties to monitor progress, address concerns, and refine match strategies as needed. This personalized approach enhanced client satisfaction and fostered trust, making the overall experience more enriching and outcome-driven.

## EDUCATION

### Bachelor of Business Administration, AISECT University

Scored 79.81%

DEC 2017

- Focuses on language proficiency (Hindi & English) and cultural understanding.
- Introduces core business concepts like entrepreneurship, management principles, business environment, and economics.
- Covers mathematical and accounting fundamentals essential for business decision-making.
- Expands into banking, insurance, cost management, and business studies.
- Covers environmental studies, reflecting the importance of sustainability in business.
- Introduces financial management, marketing, production, and HR management, preparing students for real-world applications.
- Focuses on corporate strategy, research methodology, consumer behavior, and advertising.
- Introduces computer & IT basics, ensuring technological proficiency.
- Covers service marketing, marketing research, and project work, culminating in a viva voce (oral examination).

### Senior secondary, National Institute of Open Schooling

Scored 64.8%

APRIL 2014

### Secondary, National Institute of Open Schooling

Scored 50.6%

APRIL 2012

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ADDITIONAL INFORMATION

- **Hobbies:**  
1.Passionate about continuous learning and skill development with technical and soft skills.  
2.Enjoy acquiring new languages through self-study and interaction with native speakers.

- **Skills:**

Computer Skills	Effective Communication	Team Supervision
Microsoft Excel	Adaptability	Work Management
Administrative Skills	Emailing	Good Learner
Detail-Oriented	Multitasking	Honest
Analytical Thinking	Confident	Organised
	Passionate	Independent

- **Languages:**

English
Hindi
Nepali
Bengali

DECLARATION

- I hereby declare that the information provided above is true and correct to the best of my knowledge and belief.

VIKRAM SING PRADHAN