

C.Haridasan

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CUSTOMER SERVICE MANAGEMENT

- Leadership – AMC ManagementManagement47t •

A dedicated professional with 32 years of customer service experience. Possessing a track record of helping manage projects and deliver exceptional standards of service.

Passionate about enjoying being part of a successful and productive team. I am now looking for a new, challenging appointment within a similar customer service / facing environment in return for an opportunity for career progression.

AREAS OF EXPERTISE

*Meeting Customer Needs

*CRM

*Production of reports /statistics

*Problem solving / Administration

*Team Leadership / Motivation

*Staff Supervision / Development

*Budgeting / Reducing Costs

EDUCATION

⇒ Diploma In Electronics & Communications

⇒ Certificate in Computer Hardware.

PROFESSIONAL EXPERIENCE & SIGNIFICANT ACHIEVEMENTS

Service Manager

June 2003 – Dec 2023

LG Electronics India Pvt Ltd.

Overseeing a team of 7 direct & Indirect 233 full-time staff, managing team budget with a focus on Customer Relationship Management (CRM), and helping the service team Continuously Improve the service. Identifying and reacting to product AMC, collating statistical data, and providing Management Information and presentations.

- Built successful working partnerships with dealers and other internal functions.
- Prepare and check performance targets, estimating accuracy and profitability.
- Implement policy across all areas of the territory.
- Guide service staff and constantly maintain and exceed service goals including new staff.

- In effect instrumental in helping the Brand rebuild and maintain its high street reputation, increasing the service quality, customer retention, and team motivation whilst reducing costs and customer complaints and returns.
- Revenue Generation-AMC, Accessories
- Lead management service
- Asc Management-network expansion in line with sales
- Handling Internal & External Audits of service dept

Branch Service In charge
AKAI ELECTRONICS INDIA LTD

1999 – 2003

Responsible for selling a range of services, dealing with complaints and inquiries, and involved in training new staff.

- Provided prompt responses to inquiries and complaints
- Follow up with HO spares warehouse for spare parts requirement
- Visit customers randomly to ensure the quality of service provided
- Control over all the service
- Successfully implemented various policies in coordination with the corporation to achieve more revenue through warranty considering all aspects.

SERVICE EXECUTIVE
ENTEL PVT LTD (SHIVAKI)

1997 - 1999

- Handling ASC service operations
- Planning Spares Management & inventory control with ASC
- Technical support & Training to ASC
- Monitoring & control of ASC through visiting.
- Planning and recruitment of ASC Manpower
- Prepare Field Quality report of newly launched Products

SR. SERVICE ENGG
KINETIC ELECTRONICS (DIVISION OF KINETIC ENGG. LTD)

1992 - 1996

- Guiding and training of the concerned staff in all aspects of preventive troubleshooting, and operations of monitors and TVs.
- Maintenance of area stores and spare parts operations.
- Managing service activities of customer complaints, administration of service staff
- Handling client queries on the day and troubleshooting problems on the day.

PERSONAL

Interests & Pastimes: Reading, Meeting People, TV and Music

Marital Status: Married

Date of Birth: 14th December 1965

Languages Known: English, Hindi, Telugu, Tamil & Malayalam