

KIRAN KUMAR



Seeking Managerial/ senior level assignments in streams pertaining to Training/L&D

SYNOPSIS

- ☞ A result oriented individual with over 13 years of experience in Customer Service, Retail and Training, with strong interpersonal skills, effective organisational skills & meeting customer deliverables
- ☞ Proficient in handling & conducting interactive sessions involving internal as well as external customers
- ☞ Adept at people management, maintaining healthy employee relations and handling grievances thus creating an amicable & transparent work environment
- ☞ Leading & training of team members to ensure efficiency in sales operations and meeting of targets
- ☞ An excellent faculty & communicator with good problem solving capabilities
- ☞ Highly motivated with a focussed approach and an ability to work under pressure
- ☞ Ability to adapt quickly to change and adept in quick decision making capabilities

CORE COMPETENCIES

Training & Development (Retail and Call Centre)

- ☞ Developing effective induction and refreshers programmes
- ☞ Hands-on experience in organising & conducting workshops and seminars
- ☞ Effective written communication skills in preparation of post event synopsis, liasoning with key stakeholders etc

Retail

- ☞ Adept in interacting with customer grievances (internal & external) and establish a quick turnaround in reverting to customers
- ☞ Achieving sales target on various product lines on monthly basis
- ☞ Effective handling of queries through proper analysis and investigation with key stakeholders involved in the grievance.
- ☞ Efficient handling & maintenance of records to ensure proper documentation required for an effective follow-up.
- ☞ Pleasing mannerisms & strong interpersonal skills with multilingual approach

CAREER HIGHLIGHTS

Vodafone Essar Ltd

Assistant Manager, Customer Services

Nov '06 -Till Date

Training - Retail & Call Centre

Aug '11 - till Date

- ☞ Lead & manage 1250 plus frontline executives to accomplish & expedite training needs for entire Tamilnadu

Responsibilities: -

- Enhance Training processes & capability across 37 Stores in Tamilnadu
- Training Calendar Compliance - PKQ, Refreshers, Briefing - Product , Process
- Staying in line with the Corporate requirements on entire Training Score Card
- End to end Preparation on Business Head Report comprising training interventions held at IBCC, OBCC, RETAIL, BO, DATA
- Liaison with the entire training team on preparation of expenditure budgets and ensure the same is reported to Corporate on monthly basis.
- Support Service delivery metrics on C-Sat & External Quality scores
- Capability building - Content management for the Retail Team
- Performance review of the service partners on a monthly basis
- Been instrumental in creating National Service Champions for Customer Services department Pan India consecutively for 3 years with maximum winners from TN

Key Accomplishments:-

- ✓ Awarded best support function SPOC for FY13-14 by CEO and Head - S&M
- ✓ Hand written Appreciation letter by CEO for supporting the activation process & for training the entire team at 54 locations across TN.
- ✓ Year on Year appreciation from top management of Corporate and Circle for creating the highest National Service Champions consecutively for 3years.

Store Manager - Retail

Nov '06 - July' 11

Responsibilities: -

- ☞ To handle a team of 10 CREs at the Vodafone Store
- ☞ Managed end to end product sales & Service - Postpaid, Prepaid , VAS and Handsets
- ☞ Organising performance review for CREs and setting target meets to review their performance
- ☞ Analysing the competition in the market and to make strategies to maintain and increase the revenue and business
- ☞ Adeptly handled all aspects of Store operations and ensured to keep a close watch on P & L
- ☞ Led the team in taking proactive sales calls (Phone & E-Mail) with existing customers to strengthen relationships & identify opportunities to establish relationships with new acquisitions
- ☞ Revenue generation by selling various VAS products and multiple connections to friends / family

Key Accomplishments:-

- ✓ Promoted as Assistant Manager in 2010
- ✓ National winner of Vodafone Customer Delight - April 2011 (registered 1000 customers against target of 750 per month under loyalty programme)
- ✓ Winner of Superstar Award twice for performance on Postpaid numbers and MNP activations

Bharti Celluar Ltd (Airtel) Senior Executive, Customer Services Jul '02 - Nov '06

Customer Service Manager - Stores (1.5years)

Responsibilities: -

- ☞ Handled a team of 5 CREs at store
- ☞ Was responsible for Service, Retention and Collection parameters
- ☞ Accountable for CSAT, EQ and service scores
- ☞ Maintained ultra-churn at 0 for 2 months in a row

Care Touch Executive (2 years)

Responsibilities: -

- ☞ Selected one among five for handling premium customer base for personalised touch
- ☞ End to end solution and close lopping for any issues landing at Call Centre

Call Centre Executive (1year)

Responsibilities: -

- ☞ Handled major SME accounts and High ARPU customer at call centre
- ☞ Mentor for the new joiners for training them in products and processes
- ☞ Sharing of product updates of competitions regularly as and when new launches in market

Key Accomplishments:-

- ✓ Promoted as Service Manager for Stores from Call Centre within a span of 3 years

TRAININGS / AWARDS

Awarded hand written appreciation letter by COO for outstanding work on activation process rollout

Awarded the '**VODAFONE SUPER STAR**' for producing maximum National champions Pan India

Awarded as Best Support Function member for FY13-14, by COO and S&M Head

ACADEMIA

B.Com
PGDBM - Business Management

A. M Jain College, Meenambakkam
Alagappa University, Karaikudi

PERSONAL DETAILS

Age	:	35 Years
Marital Status	:	Married
Languages Known	:	English, Tamil, Hindi