

Vinod Kumar. L
No 274 2nd Floor
Urdu Teachers Lyt
Moulaim Nagar Mysore 570011

E-mail: Vinodkumar21a@gmail.com
Mobile: +919986018666/ +919845089005

Seeking challenging assignments that will enable me to utilize my experience and organizational skills, thereby contribute towards business excellence and grow to a Senior Management Level

CAREER RELATED SKILLS

■ **Customer Relationship Management**

Mapping client's requirements and rendering them valuable solutions regarding the products. Building and strengthening relationships with key accounts; ensuring high customer satisfaction by providing them with complete product support. Ensuring quality services to achieve customer delight by extensive interaction and quick resolution of their problems

■ **Collaborative leader with ability to handle high pressure situations**

Strong team player with ability to empower team towards peak performance through effective mentoring, motivation and manpower planning. Adept in achieving critical goals in rigid markets and stiff competition. Combine communication and organizational skills to outperform sales targets and augment revenue generation

■ **Recognized for visionary leadership and business acumen effective in business expansion**

Valued contributor in enhancing organizational profits, company goals with driving vision. Energized by challenges and relishing the track of creating market for new products

CAREER RELATED SKILLS

- Retail VMS Operations
- Customer Service Operation
- Team Management
- Customer Relationship Management
- Customer Satisfaction & Support
- Grievance & Query Handling

PROFESSIONAL BACKGROUND

NIIT Limited (From Feb'20 to till date)
Team Leader

Key Deliverables:

- Visiting colleges and doing Seminars.
- Conducting Placement drive in college premises.
- Generating leads throw references.
- Onboarding vendors for business development.
- Participating in Job fair and generating leads
- Doing reference calls to candidates.

Vodafone Idea Limited, Mysore (From Dec'14 to Oct'19)
VMS Lead – VMS Operations

Key Deliverables:

- Responsible for Vodafone Retail VMS Store Management
- Spearheading a team of frontline Executives- Sales & Service Operations
- Assigning individual targets to Executives on a daily basis
- Efficiently monitoring and driving individuals to ensure 100% scores
- Achieving Sales target for the Postpaid, Prepaid, VAS, Data, Dongles and Handsets activations scores have been achieved by the end of the month
- Ensure that the Retention percentage is greater than 60 percentages for the corporate customer base
- Make sure that the daily briefings have been updated to all the executives on a daily basis
- Ensure the Stores Average Revenue Per Month has been achieved as per the target being allocated

EXECUTIVE HIGHLIGHTS

- Successfully achieved 100% customer satisfaction and 90% retention
- Successful in achieving sales target and collection target as per annual operation plan
- 100% value added service target achievement
- 100% attrition control rate
- Conducting root cause analysis for the revenue drop and taking steps to rectify and eradicate the same
- Rewarded as the Best VMS BDM for the years 2014-2015
- Reward As the Best Vms BDM ROK for the year 2017-2018

Airtel, Bangalore (From Oct'06 to Nov'14)

BDM

Key Deliverables:

- Handling SME Accounts.
- Generating Leads (PRI, ILL & Cloud Service)
- Customer Service

EDUCATIONAL CREDENTIALS

- B. Com
- PUC

TRAINING PROGRAMS ATTENDED

- Customer Centricity
- Strive for excellence
- First aid and fire fighting
- Team Handling Program

PERSONAL SPECIFICS

Date of Birth: 12- Feb - 1980
Languages Known: English, Kannada, Hindi & Tamil
Location Preference: Mysore

DECLARATION:

I Vinod Kumar hereby declare that the above information is true & correct to my knowledge.

PLACE: Mysore
DATE: 02-07-2023

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