



Vetrivel C

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OBJECTIVE:

Seeking middle level assignments with an organization of repute

An incisive professional with over 22 + years of qualitative experience in various industry and presently associate with **INFONET COMM ENTERPRISES as Corporate Sales Manager**. A fair level of experience in managing & encompassing routine Sales and Marketing, Customer Service and Banking Operations, Finance and Accounts, Admin Operations in Public Relation.

Key Expertise:

Channel Sales, Retail sales, Corporate Sales, Direct Sales, Direct Marketing, Corporate Banking, Business Banking, Customer Service, Credit Collection, Accounts Receivables, Credit Control, Admin Operations in Public Relation.

Career Snapshot

INFONET COMM ENTERPRISES - Corporate Sales Manager - Till Date
Tata Teleservices Ltd - Channel Sales Manager- Dec2013-Aug2020
IndusInd Bank - Deputy Manager - Oct-2011-Nov-2013
Fresh & Honest Cafe Ltd - Assistant Manager - Jul-2010-Sep-2011
GRT Hotels & Resorts Pvt Ltd - Sr. Executive - Jan-2004-Jul-2010
MRF Ltd - Admin Assistant - Jul-1998-Jan-2004

Academic Credentials:

MBA - Annamalai University (2006 - 2008)

BBA - Madras University (1995 -1998)

Technical Qualification:

Diploma in Software Applications

Diploma in Office Automation

From Sep 2021 to till date: INFONET COMM ENTERPRISES P Ltd.

Location: Chennai

Designation: Corporate Sales Manager

Key Responsibilities:

- Responsible for Enterprise Business to Corporates & Retail.
- Managing SME & Channel account business teams.
- Achieving Order booking targets through direct sales team and channel partners.
- Driving teams for Monthly and Quarterly targets
- Focus on renewal of all product and services
- Meeting senior level staff at clients end and making Presentation/ Discussions/Negotiations at a later stage of the sales cycle as the case gets matured, up to receipt of payment.

From Dec 2013 to Aug 2020: Tata Teleservices Ltd.

Location: Chennai

Designation: Channel Sales Manager

Key Responsibilities:

- Responsible for Enterprise Business to Corporates & Retail.
- Managing SME & Channel account business teams.
- Achieving Order booking targets through direct sales team and channel partners.
- Driving teams for Monthly and Quarterly targets
- Focus on renewal of all product and services
- Meeting senior level staff at clients end and making Presentation/ Discussions/Negotiations at a later stage of the sales cycle as the case gets matured, up to receipt of payment.
- Addressing escalation calls with the clients whenever there are some concerns
- Responsible for Customer Satisfaction
- Responsible for focus on process adherence
- Tracking competitor activities
- Facilitate intra departmental activities viz. pre-sales, service delivery, operations etc.
- Management of ARPU.
- Customer acquisition
- Channel Business Development Management
- Revenue Enhancement
- Planning and implementing Retail wire line building Network Rollout
- Relationship building
- Designing and Implementation of Marketing Strategies and Publicity and Promotion activities.
- Churn Management Priorities tentative

From Oct 2011 to Nov 2013: INDUSIND Bank Ltd

Location: Chennai

Designation: Customer Service Manager

Key Responsibilities:

- Handling & servicing of Corporate & Retail clients individually at the branch level.
- Handling branch banking client volumes to increase the base by bringing in new customers / corporate.
- Zero down customer service request level at branches beyond TAT
- Encouraging and implementing the Channel Migration Projects like mobile, internet and phone banking and ATM's

- Result oriented and assisting to improve the Branch Profitability, ensuring high quality service and Customer Relationship Management
- Implementing all branch-banking objectives and overall branch readiness.
- Ensure achievement of overall Branch Targets by generating business and cross sales.
- Key Customer Relationship Management & supervision of all High Net Worth customer programs
- Complaints Handling & Maintenance of Branch Operations reports
- Branch Merchandising & co-ordination with Marketing at product level
- Maintain vault register, Suspense & Dummy accounts
- Ensure compliance with Banking rules, Regulations & Procedures
- Periodic review of progress vs. objectives
- Responsible with Branch Operations Manager for the setting up branch operations objectives.
- Assisting for achieving the satisfactory grades in branch audits & overall maintenance of the Branch assets & Custodian of Key Register.
- In the absence of custodians acted as Dual custodian for branch vault & monitoring stock of stationery items in the branch.
- Reconciliation and control of the various branch suspense accounts and that outstanding are well managed.
- Monitor Frauds & Forgeries in the branch & recommend/implement appropriate actions to minimize occurrence of the same.
- Outward clearing and processing control & responsible for implementing, & managing automated distribution channels in Branches
- Ensure all Branch operation practices comply with risk and compliance procedures & processes.
- Creation, generation & analysis of management reports on operational/risk issues.
- Create & implement processes/policies which will ensure that on-going operations are in order and which will result in superior delivery of services.

FRESH & HONEST CAFE LTD.,
(A LAVAZZA COMPANY)

Jul 2010 – Sep 2011

Assistant Manager – Credit Control

Work Profile:

- Managing Debtors & Credit Control
- To ensure accurate & timely completion of billing & submission of Invoices to corporate.
- Collection of outstanding within the agreed credit period.
- Reconciliation of Debtors account and collection of balance confirmation periodically.
- Managing a team of Credit Control Executives.
- Reviewing all credit applications and performing credit granting according to the corporate and local policies.
- Maintaining a 30 – days schedule for upcoming group and local catering events to ensuring payment method (including advance deposit, direct billing or pre-payment) being properly established and followed.

GRT Hotels & Resorts Pvt.Ltd,
Executive – Credit & Corporate Accounts

Dec 2006 – Jul 2010

Work Profile:

- Ensuring all departments within the hotels conforming to the established guidelines the credit and collection policies and procedures.
- Establishing and maintaining local credit policies and procedures regarding billing, collection, credit cards, inquiries, cheque cashing and advance deposit when needed
- Ensuing prompt and accurate billing of current and aged accounts with efficient follow-up procedures
- Documenting all collection efforts in the client file or in accounts receivable system and maintaining an up-to-date collection activity log for delinquent and uncollectible accounts and Pursuing and collecting delinquent accounts as outlined in the policy and procedures manual
- Preparing all bad debt write off or adjusting un-collectable accounts in accordance with corporate guidelines
- Preparing month-end journal entries, reports, and reconciliations as prescribed by policies and procedures for all receivable accounts
- Training, developing, motivating and Supervising day-to-day activities of accounts receivable clerk and review with AR clerks on a monthly basis
- Reports directly to and communicates with the Group Finance Manager on all matters pertaining to credit and collection of guest and city ledger accounts
- Prepares management reports for month end analysis and provide documentations for credit meeting

GRT Tours & Travels Pvt. Ltd,
Executive – Guest Relations Management

Jan 2004 – Dec 2006

Work Profile:

- Ensure guests receive prompt attention and personal recognition throughout the hotel
- Responds to guest needs and resolves any issues that may arise
- Supervises, directs and supports Reception, Concierge, Guest Relations and Reservations teams during peak periods
- Assists Guest Relations in greeting, rooming and sending off VIP guests
- Conducts daily departmental briefings and provides input for regular Front Office meetings

- Checks billing instructions and monitors guest credit, Analyses and approves discounts and rebates
- Regularly communicates with staff and maintains good relations
- Controls and monitors departmental costs on an ongoing basis to ensure performance against budgets
- Analyzing the client's requirements accordingly
- Ensuring the requirements met by providing esteemed personalized service & proper guidance through proper channels
- Acquiring new clients by deepening the existing relationship management
- Working knowledge of Management systems such as SAP, BANA, SUN, PMS, WINHMS, Opera, Micros, Tally, Champions, Boltzmann, Finacle etc.

MRF Ltd

Jul 1998 – Jan 2004

Administration Assistant – Public Relations

Work Profile:

- Air Ticketing (Domestic & International),
- Documentation (Reservation & Package), Fair Construction & Ticketing, Travel Guides, Airport Formalities, Travel terminology,
- Accommodation & Maintenance of Office guesthouse,
- Accommodation of lodging including Star Hotels, Assisting in New & Renewal of Passport.

Personal Information:

Father's Name : A Chinnasamy

Date of Birth : 13.02.1976

Marital Status : Married

Languages Known : English, Tamil

DECLARATION

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

Place: Chennai

yours faithfully,

Date:

(C. VETRIVEL)