

**PAVAN KUMAR G D**

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## Career Objective

Highly motivated and customer focused professional with a year of experience as a CSR. Seeking a challenging role where I can leverage my exceptional communication skills, problem solving abilities, and declaration to customer satisfaction to contribute to the success of a dynamic organization.

## Work Experience

### Management Trainee - Qwiksilver (A Pine Labs Company)

August 2022 – Present

- Assisted customers in a professional and courteous manner, addressing inquiries, resolving issues, and providing product information.
- Collaborated with cross-functional teams, including sales and technical support, to resolve complex customer issues and ensure seamless customer experience.
- Increased the revenue by encouraging clients to purchase additional products or upgrade to higher value options.
- Actively participated in cross functional team projects, collaborating with colleagues from different departments to develop and implement new strategies, resulting in high retention
- Following up on Renewals and looking after Accounts receivables.
- Assisted corporates with their corporate gifting rewards and recognition.
- Resolving customer issues promptly and efficiently to ensure customer satisfaction.
- Providing accurate and up-to-date information on products, services, and policies
- Provided comprehensive solutions and support to companies in developing and operating their loyalty programs.
- Served as a mentor to new Interns, providing guidance, training, and ongoing support to facilitate their integration with the team.

### Business Development Executive – Hirect India

March 2022 – June 2022

- Identifying new market opportunities and networking with the Recruitment team of various organization
- Generated leads through various channels, including cold calling, networking events, online research and referrals.
- Built a robust pipeline of potential clients and consistently met or exceeded lead generation targets
- Prospecting potential clients & educating them about the benefits that **SAAS** provides for efficient recruitment.
- Build strong relationships with clients, understand their needs, and provide relevant solutions.
- Helped clients with **SAAS** for their requirements.

### Business Associate (Freelance) - The Juice. Co

May 2018 - April 2020

- Coordinating with Vendors for timely supply of raw materials, making payments on time.
- Performing continuous research on ways in improving business process.
- Arranging training for employees on business processes.

## Skills

- Excellent verbal and written communication skills
- Strong interpersonal skills with a proven ability to build rapport and maintain positive customer relationships.
- Active listening and problem-solving skills to effectively address customer concerns and find appropriate solutions.
- Proficient in using CRM Systems, ticketing platforms, and other customer support software.
- Strong time management and organizational abilities to meet deadlines and prioritize tasks effectively.
- Client acquisition and retention
- Fluent in English, Kannada, Tamil, Telugu and Hindi

## Achievements

- SUO in KARBN NCC cadets (2016).
- Secured place at NIC, NCC Odisha (2015).
- College president- BNM Degree College (2019).
- Event Coordinator for management club SJBIT (2020-2021).

## Education

<b>Courses</b>	<b>College / University</b>	<b>Year</b>	<b>%</b>
MBA	SJBIT-VTU	2021	89%
BBA	BNM Degree College	2019	68%

## Hobbies

Social Welfare, Traveling, Cooking