

RESUME

R .KAVITHA DEVI

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Career Objective:

To obtain a challenging role where I can contribute my skills for the progression of the organization and grow along with the organization.

Professional Experience:

- Worked as a Customer Care Manager - Sales in Pressana Kia , Tirupur from June 2024 to Dec 2024
- Worked as a Customer Relationship Manager in SRT Tata Motors Pvt L td at Tirupur from November 2021 to April 2023
- Worked as a Customer Service coordinator in Intertek India Pvt Ltd at Tirupur from June 2018 to December 2019
- Worked as an Accounts & Admin Executive Shama Fabs at Tirupur from November 2014 to April 2018.
- Worked as a Sales Support Sr. Executive in Birla sun life Insurance at Tirupur from Jan 2009 to Sep 2014

ORGANISATION: Pressana KIA

Job Profile

- Delivery co ordination (Tirupur, Avinashi, Dharapuram)
- Excess & Refund follow ups
- Monitoring CRE's & Hostess day to day work
- Complaints follow-ups & Complaints closing in DMS (Got above 980/1000 for all months)
- Helping Sales team for the RTO process
- Showroom maintenance
- Daily report to GM

ORGANISATION: SRT Tata Motors Pvt Ltd

Job Profile

- Delivery co ordination (Tirupur, Avinashi, Dharapura & Kangayam branch)
- Taking feedback calls from the customer (Post sales calls)
- Taking Walkin, Booking+1, D+1, D+15 calls
- Complaints follow-ups (Tirupur, Avinashi, Dharapura & Kangayam branch)
- Complaints closing in DMS
- Going for Home visit
- Office administration (Attendance maintenance, Housekeeping maintenance, Petty cash maintenance, Vendor payments follow ups)
- Helping team head for the Monthly, Daily report generation

ORGANISATION: Intertek India Pvt Ltd

Job Profile

- Co coordinate for all sub contract samples testing follow- ups
- Co ordinate with the inter departments for the report generation
- Helping team head for the Monthly report generation
- Co ordinate with the suppliers for the all testing related services.
- Taking NPS (Net Promoter Score) Call forgetting feedback from the customers and update to the management on monthly basis

ORGANISATION: Shama Fabs

Job Profile

- Co coordinator for all purchase related activities
- Accessories follow- ups
- Stock maintenance
- Inward & outward maintenance
- Vehicle maintenance
- Helping production manager to get the MI S from Sub contractors
- All accounts related activities like Invoicing, Petty cash ,Banking works, Bills passing & Payment follow ups

ORGANISATION: Birla Sun Life Insurance Com Ltd

Job Profile

- Quality check of Agency applications and New Business proposal forms.
- Arranging I RDA training for the Advisor prospects
- Training co ordination for the Advisor prospects & new Sales managers
- Taking re fresher training for the advisor prospects
- New License & License renewal follow up
- Policy renewal follow up
- Inventory follow up
- Helping BM for Sales Manager recruitment
- Helping Branch Operation staff in the business login & all client service request at branch
- Various MI S support to the ARM & BM
- Business follow- up with the Sales Team on daily basis

Achievements:

- Got promotion in the financial year 2013- 2014 as Sr. Executive with the Increment
- Got promotion in the financial year 2011- 2012 as Junior Executive with the Increment
- Received rewards and recognition for taking fresher class (helped the branch for getting more than 220 fresh license from Jan 2009 to till date)

EDUCATIONAL QUALIFICATION:

- MA in Economics, GVG Vishalakshi College for Women, Bharathiyar University
- Diploma in Computer Application

EXTRA CURRICULAR ACTIVITIES:

- NSS –Served as NSS Joint secretary at the College in the year of 1998 to 2000
- Sports –Played for college level & University level Kabadi tournaments.
- Served as a College Union Secretary in the year of 1999 to 2000
- Blood Donor
- Participated in Tamil poetry writing competition and won prizes

PERSONAL INFORMATION

Date of Birth	: 03.06.1980
Age	43
Marital Status	: Married
Spouse Name & Age	: S RAJASEKAR & 50 YEARS
Spouse's Occupation	: Supervisor, Dhanalakshmi exports, Tirupur
Son Name & Age	: HARISH R & 22 YEARS
Son's Occupation	: System Auditor, The Chennai Silks Corporate Office, Tirupur
Permanent Address	: 2/7A, Semmipalyam KN Puram, Palladam Tirupur- 641662

I hereby declare the above mentioned details are true and best of my knowledge.

Place:

Signature

Date: