

RESUME

M.Sabarinathan

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OBJECTIVE

Continuousgrowthandchallengeisthedrivingforceofmy career. Ilook forward to a working environment, which is mentally stimulating and provides opportunities to utilize my skills and at the same time give me an opportunity to learn and adopt new techniques.

Name :M.Sabarinathan
Father'sName :P.Mahalingam
DateofBirth :28.04.1989
Age :35
Gender :Male
MaritalStatus :Married
Nationality :Indian
Languageknown :Tamil,English,(ToSpeak,Write,Read),

EDUCATIONALQUALIFICATION

Degree/ Diploma	Institutionof Study	University/ Board	Yearof passing	Percentage of marks
MBA (marketing & finance)	SreeSaraswathi ThyagarajaCollege, Pollachi.	Bharathiar University, Coimbatore.	2010-2012	67%
BCA	SreeSaraswathi Thyagaraja College,Pollachi.	Bharathiar University, Coimbatore.	2007-2010	64%

InstakartServices(Flipkart)Executive,February2024-PRESENT

Key Responsibilities:

- Up skilled team members by planning and delivering training workshops.
- Provided leadership and direction for employees, supervising activities to drive productivity and efficiency.
- Resolved employee relations issues and navigated disciplinary proceedings.
- Led performance reviews and tailored employee feedback to facilitate professional development.
- Led shifts and motivated team to drive sales.
- Professionally handled difficult customer complaints and objections to maintain first-class customer service standard.
- Followed opening, closing and shift change over procedures for seamless operations.
- Supported new hires through the onboarding process for speedy and successful training • Trained staff to resolve complaints appropriately to maintain customer satisfaction.
- Coached team members through new or difficult workflows.
- Supported team to overcome new challenges by forecasting knowledge and skills gap.
- Mediated team decision-making and problem-solving for peaceful resolutions and decision making.
- Up skilled team members by planning and delivering training workshops.

Tools :

- We are using Google sheets with tools are vlookup format and pivot table etc.,

RelianceRetailLimited,Pollachi.CustomerRelationshipManager(CRM)-2022-2024(JAN)

- Collecting and analyzing customer data
- Using CRM system to manage relationship.
- Handling customer complaints
- Connection with customer to maintain good relationship.
- Customer products delivery And Installation support.
- Services support

ShriKrishnaVidhyalayaMatricHr.SecSchool,Divansapudur-SystemAdministrativeOfficer-4 Yrs

- Maintain auditing files.
- Transport maintenance and all transport record maintenance
- Meeting arrangements
- Purchase management & banking transaction maintain
- Cash handling.

Institutional Training

- I have undergone institutional training at ABT Industries Ltd (dairy division), Vazhaikombu, Pollachi for a period of 30 days.

Project Details

- Consumer preference of Sakthi Milk in Pollachi Town.

EXTRACURRICULAR

- Participated and won the prizes in volley ball tournaments

MEMBERSHIP

- Membership in Coimbatore Management Association

TECHNICAL PROFICIENCY

- ✓ MS.Office
- ✓ Google Sheets (using tools vlookup , pivot table.,)
- ✓ Internet
- ✓ SAP

AREA OF INTEREST

- ✓ Administration
- ✓ Sports
- ✓ Finance and Marketing
- ✓ Customer support
- ✓ Any

ATTITUDE

- Hardworking
- Dedicated
- Self-motivation
- Ability to work in a Team or as an Individual.

DECLARATION

I hereby declare that the details furnished above are true to the best of my knowledge and belief.

Place:
Date:

Yours faithfully,
(M.SABARINATHAN)