

## Nagendranath Krishnaraj

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# 198/110, Kumaran Street,

Palladam road, Pollachi

Coimbatore dist -642001.

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### **PROFILE:**

Dynamic Hub Manager at Spinny Park with a proven track record in data analysis and operational efficiency. Expert in process automation and team leadership, driving significant improvements in customer satisfaction. Successfully implemented strategies that enhanced employee motivation and streamlined operations, ensuring a high-quality service experience.

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### **PROFESSIONAL WORK EXPERIENCE:**

#### **HUB MANAGER - Oct 2024 - Current**

*Spinny park -Yelahanka , Bangalore , India*

- Analyzed and recorded personnel and operational data and wrote activity reports.
- Provided leadership support to motivate employees during peak periods of activity.
- Analyzed data to improve operational efficiency through process automation or technology upgrades.
- Resolved customer complaints promptly and professionally.
- Inspected work areas and operating equipment and confirmed cleanliness and maintenance.
- Developed and implemented strategies for increasing customer satisfaction.
- Maintained accurate records of all client interactions within the company's CRM system.

#### **RELATIONSHIP MANAGER - Mar 2022 - Sep 2024**

*Spinny Max,Bangalore, India*

- Developed strategies to attract new customers while retaining existing ones.
- Developed and executed strategies for customer retention and acquisition.
- Handling and getting the approval from the customer by resolving all the clarifications about the vehicle.

#### **SENIOR SALES CONSULTANT -Apr 2018 - Feb 2022**

*Cauvery Motors Pvt.ltd (FORD) , Bangalore*

- Developed a large base of repeat clientele through various methods, including quick return phone calls and truthful responses to questions.
- Studying about the new technologies in the Automobile industry, exploring into it

- and sharing those information in the stand-up meeting.
- Verifying the documents which are in the process for delivering the vehicle.

## **SALES EXECUTIVE - June 2016 - Sep 2017**

*Jai Krishna Bajaj Pvt.Ltd , Coimbatore*

- Collaborated with marketing teams to develop and implement promotional strategies and campaigns.
- Trained junior sales staff on techniques for improving customer service experience.

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### **SKILLS:**

- Team leadership (team building, Team management)
- Operation Management ( Training, problem solving, target plans)
- Business Development ( P/L planning , strategies, Business Analysis)
- Data analysis (Target planning , Data collaborating )
- Process automation (documents verification, Process and Progress)
- Customer satisfaction (Customer support and experience )
- Operational efficiency

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### **EDUCATION:**

VSB college of Engineering, pollachi (2012-2016)

B.E(Civil Engineering)

### **CERTIFICATIONS**

- Won the 2<sup>nd</sup> prize in South Tamilnadu contest for Bajaj RS 200
- Awarded for completing the course of Sales executive – Dealership from Automotive Skill development council.

### **LANGUAGES**

- Tamil , English, Kannada (speak)

### **DECLARATION**

I hereby declare that all the details provided above are true to the best of my knowledge.

Date :

Signature: