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📍 Chişinău

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## Manager

### Despre mine

Full Name: Arun Kumar

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Objective:

I am looking for the job of customer service or sale representative in a call centre of an esteemed firm as I can provide data on products and services of the firm and listen to the complaints of the clients.

Employment History

Company : R.R RICE MILL

City, State : Bathinda, P.B, INDIA

Dates Worked 2001 to 2003

Job Title: Marketing Asist.Manager(1 year)Then Marketing Manger

- Responsibilities
- Present and sell company products to current and potential clients.
- Prepare action plans and schedules to identify specific targets and to project the number of contacts to be made.
- Reaching sales goals as set by management
- Maintain high level of product knowledge.
- Prepare presentations, proposals and sales contracts.
- Develop and maintain sales materials.
- Obtaining information from all relevant sources.
- Attend trade shows and association meetings as required.
- Prospecting for new business, preparing/presenting proposals and maintaining existing relationships.
- Prepares lists of prospective customers.
- Serves as point of contact for business customers' issues

Monthly reporting and updates of sales - Prepare a variety of status reports, including activity, closings, follow-up, and adherence to goals

Company : SHRI GANESH RICE MILL

City, State : Mansa, P.B INDIA

Dates Worked : 2003 to 2006

Job Title : Marketing Manager

- Responsibilities
- Present and sell company products to current and potential clients.

- Prepare action plans and schedules to identify specific targets and to project the number of contacts to be made.
  - Reaching sales goals as set by management
  - Maintain high level of product knowledge.
  - Prepare presentations, proposals and sales contracts.
  - Develop and maintain sales materials.
  - Obtaining information from all relevant sources.
  - Attend trade shows and association meetings as required.
  - Prospecting for new business, preparing/presenting proposals and maintaining existing relationships.
  - Prepares lists of prospective customers.
  - Serves as point of contact for business customers' issues
- Monthly reporting and updates of sales - Prepare a variety of status reports, including activity, closings, follow-up, and adherence to goals

Company : Indian cottage Restaurant

City, State : Montrose,Scotland, U.K

Dates Worked : 2006 TO 2007

Job Title : Restaurant Manager

- Responsibilities
- Oversees and manages all areas of the restaurant
- Ensures guest service meets company standards and customer satisfaction is maintained
- Respond to customer complaints, taking appropriate action to solve the problem
- Staff, train and develop floor managers and hourly employees through orientations, ongoing feedback and by conducting performance reviews
- Closely monitor the safety of the restaurant guests and staff through execution of food safety and restaurant safety standards and guidelines
- Lead all financial areas including sales growth, cost management, and profit growth
- Have a good working knowledge of all equipment and efficiently takes care of preventative maintenance

Company : Swallow hotel

City, State : Dundee,Scotland,U.K

Dates Worked : 2007 to 2009

Job Title: hotel receptionist

- Responsibilities
- Deliver excellent customer service, at all times
- Assist in keeping the hotel reception area clean and tidy, at all times
- Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail
- Administer all reservations, cancellations and no-shows, in line with company policy
- Keep up to date with current promotions and hotel pricing, to provide information to guests, on request, while maximising bedroom sales opportunities
- Fulfil all reasonable requests from guests to ensure their comfort, satisfaction and safety

- Conduct regular security checks throughout the day and report any security issues to line manager
- Report any maintenance issues immediately to line manager, including all furniture, fittings and equipment
- Provide reports, as required, for housekeepers and management
- Be responsible for evacuation, in cases of emergency, acting as first point of contact for guests and the emergency services
- Maintain personal knowledge by completing in-house training and workbooks
- Always adhere to all company policies and procedures and licensing laws
- Be involved and contribute at team meetings
- Carry out instructions given by the management team and head office

Company : Nation opera and billet theatre

City, State : Chisinau, Moldova

Dates Worked : 2010 to 2011

Job Title : Tour Manager

- Responsibilities
- Overseeing hotel departures on time
- Settling accommodation bills
- Overseeing travel arrangements i.e. band and crew onto the bus or to the airport in good time
- Paying per diems to band & crew
- Overseeing venue arrival – double checking hospitality and technical arrangements
- Arranging up to date running order with venue and promoter
- Overseeing promotional activities i.e. TV, radio and press interviews at the venue or at other locations
- Supervising any support or opening acts
- Ensuring venue is ready to open on time by supervising sound check times
- Liaising with transport department regarding the next days' travel
- Call acts perform on time and for the allotted time
- Settling performance fee with promoter and collecting any due cash
- Ensuring all touring equipment is re-packed and loaded back onto tour transport
- Preparing band and crew schedule sheets for the next day
- Overseeing band and crew on to appropriate over night transport or to next hotel
- Reporting this show's attendance figures to management and booking agent

Skills:

- Ability to answer calls professionally. ..
- Handling and resolving customer complaints.
- Understanding of customer service principles and practices.
- Problem solving and resolution.
- Dealing with customer complaints or enquiries.
- Meeting performance and speed targets.

- Excellent verbal communication skills.
- Remaining calm under stressful situations.
- Tactful manner and have a good memory.. .
- Ability to multitask.

#### Language Skills

English and hindi Listening, Speaking ,Reading and Writing

Russian Listening and Speaking

#### Education:

1990-2000 High school ,Hill top school.Dalhousie INDIA.

2000-2002 collage.Nehru collage Mnasa.P.B INDIA