

Charles Felix

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SERVICE with an organization of repute

Industry Preference: BPO, Suitable Industry

PROFILE SUMMARY

A result-oriented professional with **over 20+ years** of experience in **BPO, TELEMARKETING SALES, ONLINE MARKETING & CUSTOMER SERVICE**.

Experienced in performing all operations and coordinating with various departments for managing a variety of groups in operations and sales

Expertise in managing day-to-day operations in coordination with internal/external departments

Leveraged skills in mentoring the new team members to come up the learning curve for ensuring the meeting of targets and performance standards

Effective team builder with excellent communication, analytical, planning, and organizing skills Cross selling Vehicle Insurance, Online dockets, Google Ads

A key skill in delivery on time.

High-level customer retention.

SKILL SET

~Operations Management
~ Regulatory Compliance

~ Relationship Management
~Team Management

~Phone Collection
~ Cross-selling

~Leadership Skills
~Sales-International

Key Result Areas:

Proofreading documents for grammatical & punctuation errors. Web content writing.

Onboarding New customer satisfaction

Customer Retention and Portfolio Management

ORGANISATIONAL EXPERIENCE

AUG 2022 – Present. Online Marketing as Freelancer.

SEP 2020- JUL 2022- Sales at Shopa Group. (Australian Process)

**JUL 2016- MAR 2020- BRB –SOLE PROPRIETOR
(Civil Works in Bangalore)**

MAR 2011-JUN2016- Relay Admedia Llp. DIRECTOR (Australian Process)

JUN 2008 – March 2011- Magnus Advertising and Marketing. BDM (Australian Process)

MAR 2007-JUN 2008- Aviva Global Service. SENIOR EXECUTIVE (UK Process)

**JUN 2005-DEC 2006- IBM India Global Service SENIOR EXECUTIVE
(UK Process)**

**JUN 2003-JUN 2005 Nirvana Business Solutions. Sales. (US
Process)**

FEB 2002-MAY 2003,-Customer First Service.(Airtel Customer care) CUSTOMER REP

Key Result Areas:

Identifying clients' needs towards Marketing & advertising and providing the right form to bring in ROI.

Administered day-to-day activities in co-ordination with internal/external departments for smooth operations

Followed the process/procedure of the company & ensuring compliance with rules and regulations including the latest circulars & notifications

Mapped customer's requirements and provided them with expert advisory services pertaining to the selection of the right products Planned for long & short-term directions through periodic progress reviews of all team members

Defining service standards that serve as a benchmark for excellent service delivery as per global standards

Achieved monthly sales targets in the required process.

Mentored & monitoring the performance of highly qualified team members to ensure process efficiency and meeting of individual & group targets & generated reports on a daily base.

Performed team/group audits and ensured compliance with statutory requirements laid by acts and company regulations
Managing all transaction processes and delivery of services; providing services to existing customers and supervising all aspects of customer relationship

EDUCATION

B.Com. From Salem University College of Commerce, SALEM, TAMILNADU in 2005

IT SKILLS

Knowledge of MS Office, Google optimization and SEM, and Social Media Optimization (FACEBOOK AND INSTAGRAM)

PERSONAL DETAILS

Date of Birth: 20th JAN 1981

Languages Known: English, Hindi, Kannada, and Tamil.

Declaration

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

Place: Bangalore

CHARLES FELIX