

CURRICULAM VITAE

GANESHAN SURENDRAN

44/37A, KrithurajaMawatha, Hekkita, Wattala, Sri Lanka.

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CAREER QUALIFICATION

- “With the sound academic background and team oriented skills, I have acquired over the years I take pleasure in serving your organization. I want to be on a platform where my initiatives, creativeness and enthusiasm to explore the unknown, and to secure a position where my ability to communicate and liaise effectively, with a diverse client group in a friendly and professional manner. I will work hard and dedicate the ability to acquire new skills, which will advantage the company in the future. Along with a flexible attitude and to be an enthusiastic employee to this organization and secure a position where my career will be enhanced. ”

Areas of Expertise.

- Customer Service Management / Department
- Cashier
- IT sector
- Accounts Department
- Operations
- Sales & Marketing

WORK EXPERIENCE

GNJ Group of companies

Team Leader - 3Lines restaurants – (Bahrain) Jan 2019 to Till date

- Maintain the good relationship with customers and ensure high quality service, to create customer delight.
- Managing the operations of the restaurant accountability for achieving profitability & increase sales growth.
- Managing cost reflected through profit & loss done monthly at store level.
- Procure & manage raw materials and stock to ensure zero losses through waste due to expiry of product.
- Handling operations functions like pre shift staff briefing, creating duty rosters & daily sales reports.

FUKRHO & sons International (Pvt) Ltd

Crew cum Cashier – McDonalds(Bahrain) 2017 to 2019

Crew / Cashier is one of the key functions in the customer service Sales. This function will take care of all the customers and monitor and manage their customer life cycle smoothly.

- Building Maintaining and developing the professional relationship with customers.
- Supporting Sales activities while serving caring and negotiating with customers.
- Managing and resolving of customer complains.
- Promoting of McDonalds products and services to the suitable customers accordingly.
- Good product knowledge on McDonalds Products & Services..
- Professionally & proactively handling customer complaints
- Knowing the proper Customer requirements & Suggest to the customer about new products.
- Help to the store high sales & archive the targets include the incentives for the store members.

Executive – Customer care

Customer care is one of the key functions in the Sales & customer service department. This function will take care of all the customers and monitor and manage their customer life cycle smoothly.

- Building and developing the sales relationship with customers.
- Supporting Collection activities while serving caring and negotiating with customers.
- Managing and resolving of customer complains.
- Promoting of Pizza Hut products and services to the suitable customers accordingly.
- Good product knowledge on Pizza Hut Products & Services.
- Analyzing customer performance to consider customer for credit enhancement.
- Professionally & pro-actively handling customer complaints
- Customer health checks calling, Retention, Collection& Recovery calling.

Hutchion Tele Communication Lanka (Pvt) Ltd

(2014 - 2015)

Designation : *Executive, Sales & Marketing*

Immediate Supervisor : *Team Leader, Operation*

Key Responsible Area : *Sales & Marketing*

- ✓ Responsible to the newly launched 3G Dongle high sales & marketing the products.
- ✓ Explain to the customer about New 3G dongle services & Benefits.
- ✓ Preparing reports daily, weekly monthly on process wise to the management.
- ✓ Preparing weekly monthly business reviews to present to the internal management on collection process.
- ✓ Analyzing denial trends and preparing root cause analysis whenever required by the customer within a required time line.

Legacy Health Pvt Ltd**(2012 - 2014)**

Legacy Health (Pvt) Ltd management team brings together a unique combination of experience in management and technology consulting, healthcare, supply chain management, process reengineering, and operations management into the company. Having worked in companies around the US and established successful startups in healthcare before, the management created Legacy Health (Pvt) Ltd to offer a unique solution with unparalleled customer service.

At Legacy Health, provide Revenue Cycle Management (RCM) solutions to the US health care industry that increase efficiency and profitability

The company was founded in 2004 and is based in Plano, Texas. It operates a subsidiary in Colombo, Sri Lanka; and a call center in Manila, Philippines.

Designation : Executive, Collection
Immediate Supervisor : Team Leader, Operation
Key Responsible Area : Revenue Cycle Management

- ✓ Responsible to meet deadlines as per client requirement and assigned system defined service level agreements.
- ✓ Preparing reports daily, weekly monthly on process wise revenue cycle management.
- ✓ Preparing weekly monthly business reviews to present to the internal management on collection process.
- ✓ Analyzing denial trends and preparing root cause analysis whenever required by the client within a required time line.

AEGIS Service Lanka (Pvt) Ltd.**(2010 - 2012)**

Aegis Limited, a leading global Business Process Outsourcing (BPO) provider of Essar Group.

Designation : Executive, Outbound Operation
Immediate Supervisor : Assistant Manager, Outbound Operation

Executive –Outbound

Out bound is one of the key functions in the customer service department. This function will take care of all the customers and monitor and manage their customer life cycle smoothly.

- Building Maintaining and developing the professional relationship with customers.
- Supporting Collection activities while serving caring and negotiating with customers.
- Managing and resolving of customer complains.
- Promoting of Airtel products and services to the suitable customers accordingly.
- Good product knowledge on Airtel Products & Services.
- Analyzing customer performance to consider customer for credit enhancement.
- Professionally & pro actively handling customer complaints
- Customer health checks calling, Retention, Collection& Recovery calling.

IPC Engineering (Pvt) Ltd.

(2009 - 2010)

IPC Engineering (Pvt) Ltd a leading multi-disciplinary trading and engineering company.

Designation : Key Accounts Executive

Immediate Supervisor : Chief Executive Officer

Key Accounts Executive

Key Accounts Executive is one of the key functions in the customer service department. This function will take care of all the customers and monitor and manage their customer life cycle smoothly.

- Building Maintaining and developing the professional relationship with customers.
- Supporting Collection activities while serving caring and negotiating with customers.
- Supporting new applicants whilst promoting and educating customers about new products.
- Promoting of products and services to the suitable customers accordingly.
- Good product knowledge on company Products & Services.

EDUCATION QUALIFICATION

G.C.E. Ordinary Level and Advanced Level

- Successfully completed the G.C.E (O/L) Examination in 2006 at Isipathana College, Colombo – 05.
- **Accounting, Economics, Business Studies (Commerce Subjects) and English** for G.C.E. Advance Level in year 2009 at Isipathana College, Colombo – 05.
- Successfully complete **ABE Business Management** at London Business School Institute – Sri Lanka.
- Successfully completed **MS Office** and **Graphic Designing** course at **IDM institute**.

Extra-Curricular Activities

- Member of the School Soccer Team.
- Member of the School Debate Team.
- Member of the School Media Unit.
- President of College Hindu Culture Union.
- Secretary of College Hindu Culture Union.

PERSONAL INFORMATION

Name in Full : Surendran Ganeshan
Sex : Male
Date of Birth : 1990-05-22
Age : 27
Civil Status : Single
Nationality : Sri Lankan

Languages Skills : **English** (Spoken, Reading and Writing)
Sinhala (Spoken, Reading and Writing)
Tamil (Spoken, Reading and Writing)

NON-RELATED REFEREES

Mr.Shabir Deen
Program Manager
Virtusa Pvt Ltd.
Orien City,
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Colombo - 09
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Mr. Dinesh Kumar
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