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TINA UNNIKRISHNAN

BUSINESS DEVELOPMENT MANAGER



Flat 51, Building 331, Road
3907, Block 339, Manama,
788, Bahrain



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unnitina4@gmail.com



SKILLS

Microsoft Office

Employee Engagement

Customer Service

Microsoft Excel

Talent Management

Training & Development

Sustainable Business Strategie

Business operations

EDUCATION

Productive and result-oriented professional with 8+ years of working experience in multi-cultural environment.

MY CORE COMPETENCIES

- Administrating all the daily/Weekly/Monthly activates of the Manpower(Suppliers/Employess/Client)
- Social Media Development.
- Handling Project operations Project Analysis and maintenance.
- Implementing promotional activities as a part of brand building.
- Recruiting New Employees.
- Maintaining Policies and HR Records.
- Handling Employee Concerns
- Providing Training to the Staff.
- Plan and implement an effective HR Plan that is aligned to Business Plan and overall organization people agenda.
- Nurture and develop a motivated Team to meet business requirement.
- Communicate with employees and business heads for better alignment.
- Performance Review.
- One on One meeting with the Staff.
- Employee Engagement Plans & Programs.
- Handling Customer through various communication processes.
- Record and classify received Incidents and undertake an immediate effort in order to restore a failed IT Service as quickly as possible
- Provide first-line investigation and diagnosis of all Incidents and Service Requests.
- Provide specialized investigation and diagnosis of all Incidents and Service Requests.

BACHELOR OF SCIENCE

Sikkim Manipal University -
Distance Education / Bangalore /
2015

Bachelor of Science - BS Mathematics
and Computer Science

HIGHER NATIONAL DIPLOMA

Ghousia Polytechnic For Women /
Bangalore / 2009

Diploma in Computer Science &
Engineering
Board of Technical Education,
Karnataka State, India.

HIGH SCHOOL DIPLOMA

Baldwin Methodist College /
Bangalore / 2007

Pre University Education from
Government of Karnataka, India.

UNDERGRADUATE

Sacred Heart Girls High School /
Bangalore / 2007

Secondary School Leaving Certificate
from State Board, Karnataka State,
India.

HOBBIES

- Blogging.
- Photography.
- Traveling.
- Art & Design.
- Music.
- Reading.
- Video Gaming.

LINKS

- Verify resolution with end-users and resolve assigned Incidents
- Escalate Major Incidents to the Incident and/or Problem Manager
- Continuing Degree, highly talented
- Effective verbal and written communication skills with excellent interpersonal skills
- Excellent team player with ability to work effectively under pressure
- Motivated to work efficiently without direct supervision in busy environment, able to prioritize workload and multi-task
- Interact positively with a wide range of people and establish relationships based on respect
- Recognized for professionalism
- Positive attitude
- Commitment to excellence and
- Demonstrated ability to interact effectively with senior management, associates, and customers.

WORK EXPERIENCE

WINTER TECH TRADING AND CONTRACTING

Aug 2020 - Present
Manama

BUSINESS DEVELOPMENT MANAGER

- Administrating all the daily/Weekly/Monthly activates of the Manpower(Suppliers/Employess/Client)
- Recruiting New Employees.
- Handling Employee Concerns.
- Social Media Development.
- Handling Project operations Project Analysis and maintenance.
- Be the interface between the customer, sales team and project manager.
- Implementing promotional activities as a part of brand building
- Analyzing latest marketing trends and tracking competitors' activities
- Providing valuable inputs for fine tuning sales & marketing strategies
- Maintaining healthy business relations with clients
- Maximizing customer satisfaction by meeting service & delivery norms.

LinkedIN:

<http://linkedin.com/in/tina-unnikrishnan-62405596>

LANGUAGES

English

Hindi

Kannada

Malayalam

Tamil

Telugu

PERSONAL DETAILS

Date of birth : 05/11/1991

Nationality : Indian

Visa status : Employment Visa

Marital status : Married

**ERAM ARABIA
WLL,BAHRAIN**
Jan 2020 - Jul 2020
Manama

**BIIECO (BAHRAIN
INDIA
INTERNATIONAL
EXCHANGE
COMPANY BSC)
,BAHRAIN**
Jun 2019 - Nov 2019
Manama

- Nurture and develop a motivated Team to meet business requirement.
- Communicate with employees and business heads for better alignment.
- Handling Customer through various communication processes.
- Providing support in Email, Calls and Chat processes.
- Generating new leads.
- Support the Marketing Team.

ADMINISTRATOR / MARKETING COORDINATOR

- Administrating all the daily/Weekly/Monthly activates of the Manpower(Suppliers/Employess/Client)
- Recruiting New Employees.
- Handling Employee Concerns.
- Social Media Development.
- Nurture and develop a motivated Team to meet business requirement.
- Communicate with employees and business heads for better alignment.
- Handling Customer through various communication processes.
- Providing support in Email, Calls and Chat processes.
- Generating new leads.
- Support the Marketing Team.

CUSTOMER RELATIONSHIP MANAGER & HEAD OF HR

- Recruiting New Employees.
- Maintaining Policies and HR Records.
- Handling Employee Concerns
- Providing Training to the Staff.
- Plan and implement an effective HR Plan that is aligned to Business Plan and overall organization people agenda.
- Nurture and develop a motivated Team to meet business requirement.
- Communicate with employees and business heads for better alignment.

**DXC
TECHNOLOGY,
BANGALORE**
Jul 2018 - Apr 2019
Bangalore

- Performance Review.
- One on One meetings with the Staff.
- Employee Engagement Plans & Programs.
- Social Media Development.
- Handling Customer through various communication processes.
- Providing support in Email, Calls and Chat processes.
- Generating new leads.
- Support the myBIIECO online & Marketing Team.
- R&R Program.
- Conduct periodical employee surveys to collate insights @ workplace and in turn design employee interventions accordingly to address concern areas.

● **INCIDENT LIFECYCLE COORDINATOR – AT&T**

- Record and classify received Incidents and undertake an immediate effort in order to restore a failed IT Service as quickly as possible
- Assign unresolved Incidents to appropriate Tier 3 Support Group
- Log all Incident/Service Request details, allocating categorization and prioritization codes
- Keep users informed about their Incidents' status at agreed intervals
- Associate Incidents with other records (i.e. Incidents, Changes, Problems, Knowledge Articles, Known Errors, etc.)
- Provide first-line investigation and diagnosis of all Incidents and Service Requests
- Verify resolution with users and resolve Incidents in ITSM tool
- Escalate Incidents at risk of breaching Service Level Agreement to the Incident Process Coordinator.
- Owns all Incidents and Service Requests throughout the lifecycle
- Resolve Incidents within the specified Service Level Agreements/Operational Level Agreements
- Document troubleshooting steps and service restoration details
- Create and submit knowledge articles
- Provide specialized investigation and diagnosis of all Incidents and Service Requests.

**ZIVAME.COM,
BANGALORE**

May 2016 - Jun 2020
Bangalore

- Identify Problems
- Verify resolution with end-users and resolve assigned Incident
- Escalate Major Incidents to the Incident and/or Problem Manager

● **SR. CUSTOMER RELATIONS OFFICER**

- Handling Customer through various communication processes
- Providing support in Email, Calls and Chat processes
- Fit Expert (helping the customer to find the right size of apparels)
- Complain management
- Sales Support; trying to impress the current customer with new business plans, upgrading the business plans, etc.
- Complaints Tackling; identifying the issues, registering the complaints, suggesting solutions, trying to solve the issues, etc.
- Building the healthy relationship with customer

**LEEDS
INTERNATIONAL,
COCHIN**

Apr 2013 - Aug 2015
Cochin

● **BUSINESS COORDINATOR
PROMOTED TO BUSINESS
DEVELOPMENT OFFICER (BDO)**

- Handling Project operations; Project Analysis and maintenance
- Be the interface between the customer, sales team and project manager; Interaction with customer on project requirement, guiding them to choose the best business deals, Helping the sales team to get the sales done, Collecting the exact project requirements, Passing the project resources to the production managers, etc.
- Online support for trouble shooting & customer satisfaction; Following up the project status,
- Web related enquiries, providing Web server solutions, etc.
- Implementing promotional activities as a part of brand building; Online circulation of
- promotional templates, Online Ads, initiating promotional deals with sponsors, supporting the
- Advertising engineers through online, etc.
- Analyzing latest marketing trends and tracking competitors' activities

**INFOSYS BPO LTD,
BANGALORE**

Jun 2012 - Apr 2013
Bangalore

- Providing valuable inputs for fine tuning sales & marketing strategies
- Maintaining healthy business relations with clients
- Maximizing customer satisfaction by meeting service & delivery norms

● **PROCESS EXECUTIVE – BRITISH
TELE COMN.**

- Customer support; identifying the technical problems, trouble shooting, arranging the engineer visit, etc.
- Billing Competencies; explaining the bills, Clarifying, Giving the payment plans, Accepting payments, etc.
- Sales Support; trying to impress the current customer with new business plans, upgrading the business plans, etc.
- Complaints Tackling; identifying the issues, registering the complaints, suggesting solutions, trying to solve the issues, etc.
- Building the healthy relationship with customer.