

Balaram Sahu

Works&service Manager/Customer Relation Manager/Escalation specialist

GET IN CONTACT

Mobile: 9556125898

Email: sbalaram5512@gmail.com

PERSONAL DETAILS

Place-Berhampur

DOB- 10th December 1994

SKILLS

- Customer handling
 - Complaint handling
 - Service/workshop management
 - Revenue maximization
 - Customer retention
 - Employee attrition
 - Customer/client escalation
 - Quality control
 - Customer satisfaction
-

TECHNICAL SKILLS

- PGDCA
 - Audit
 - Compliance Sop
 - Preparation
MOM
-

LANGUAGES KNOWN

- English
- Hindi

PROFILE SUMMARY

I have 7.5 years of experience in total. I have worked as a works/service manager handling different vehicle brands and also worked as a customer relation manager or escalation specialist.

EDUCATION HISTORY

Post-Graduation

Course MBA(master of business administration)

College Khallikote University, Berhampur

Year of Passing 2017

WORK EXPERIENCE

- I have worked as a service/works manager in **HERO**.
 - Presently I am working as the workshop manager at Sisirabha Bajaj, berhampur
 - I have handled a team of 35 members and achieved the utmost satisfaction from customers as well as achieved the desired target.
 - I have worked as a customer relation/escalation handling manager in **Walmart**. I have handled the escalations coming out from the clients as well as from the customers.
-

PROJECTS AND ACHIEVEMENTS:

Summer internship, 2 Months:

I have done internship project during my MBA at Indian Rare Earths Limited (IREL) which is an autonomous body under central government of India. During this I learnt their operations management as well as worked as a junior associate for their operations department.

Team Management:

I have handled a team of 35 people when I was in **HERO**. This team was consisting of mechanics, advisors, CREs, ground staff. I used to handle the service center on daily basis with all the day to day tasks. We have achieved all the predefined targets under my mentorship. I got best works manager award in 2022 from the company. My primary job was to make the things go easy for the customers with the available resources. I focused on quality of the job done by our mechanics on each vehicle.

Escalation specialist/Customer relation manager:

During my journey with **Walmart** I got a chance to be a part of the escalation team where I have handled the time bound queries, escalations those are coming out of customers from us and the client as well. I was the sole lead for the Walmart account operated from India. I have given the authority of the refunds and return approvals of the client/customer approvals. I have had handled all the necessary escalations within the stipulated time with success.

DECLARATION:

I do hereby declare that all the above-mentioned details and information are completely genuine and true to the best of my knowledge.