CURRICULAM VITAE

**Mail**: [sudheerfoc@gmail.com](mailto:sudheerfoc@gmail.com) 

**Mobile No**. **0091-9400301330**

**Carrier Objective:**

To expose my potential along with the growth of the firm which I work and develop my caliber for the best of the society.

## Work Experience

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| **Position held** | **Name of the company** | **Period** |
| **Franchisee Manager** | **BSNL**  **(Govt.of India Undertaking)** | **2017 March to till date** |

Key responsibilities : sim sale & revenue targets of three franchisees areas, mnp growt, outstanding clearance, retailer business, market research, redressal of retailer complaints, fos beat plan etc.

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| **Position held** | **Name of the company** | **Period** |
| **JTO customer service** | **BSNL**  **(Govt.of India Undertaking)** | **2014 August to 2017 March** |

Accountabel for the sim sale and revenue target of Kasaragod city customer service centre and 100 + direct selling agents spread across the town, redressal of customer complaints, franchisee /csc sales camps, promotional activities etc.

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| **Position held** | **Name of the company** | **Period** |
| **Technical Supervisor** | **BSNL**  **(Govt.of India Undertaking)** | **2011 June to till date** |

**Nature of work**: In charge of all technical jobs in a Telephone exchange(RSU of OCB 283 main exchange) directly report to Sub Divisional Engineer; supervise a team of Telecom mechanics & regular workers on cable maintenance for the provision & field maintenance of wire line & wire less voice, video & data networks ,routine jobs at Power plant, Engine alternator, A/c plant, Battery room & Test desk. Testing telephone/Internet/IP TV/WLL/EVDO/Mobile complaints & distribution of faults to line staff, overall supervision & maintenance of ADSL, WiMAX & 3G broad band internet lines, MPLS data lines, 2G/3G data/voice connections, IP TV connections, FWTs, FWPs( CDMA 2000 IX ), MPLS data circuits, EVDO lines & Land lines both at MDF & customer premises with external staff.

Also responsible for supporting customer service & sales team in MNP growth, Marketing and sales of all Telecom products in fixed & wireless sectors.

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| **Position held** | **Name of the company** | **Period** |
| **Incharge – Franchisee/DSAs** | **BSNL**  **(Govt.of India Undertaking)** | **2009 to 2011 June** |

Interacting with Franchisee & Direct selling agents of the company to utilize maximum business potential from Wireless & Wire line sector- increasing customer base in 3G mobile services- 3G value added services-Broad band – Wi max- High speed data services in CDMA platform- sale of Landline & mobile products-enhancing sales through retailers-achieving both business & collection Targets etc.

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| **Position held** | **Name of the company** | **Period** |
| **Office Secretary** | **Al-Essa Medical & scientific equipment co. Kuwait** | **2008 to 2009** |

Worked as Office secretary in the company- More than I year experience in dealing with office correspondence-preparation of Tender/Quotations to various health departments-correspondence with foreign suppliers etc. in MS office environment.

**6**

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| **Position held** | **Name of the company** | **Period** |
| **Customer support** | **BSNL**  **(Govt.of India Undertaking)** | **1999 to 2008** |

**Nature of work** :

Front office jobs at Customer service centers – selling Telecom products-familiarization of all products- basic-wireless-mobile-data & value added services to home/corporate customers through call centre & CSC counter, updating customer data base, sale/marketing & accounting of various Telecom products by knowing the need of different customers, providing value added services/premium rate services to the corporate/commercially important customers, analysis of customer complaints.

**Broad Band section:**

Worked more than 3 years in Broad band section- sale/marketing of high speed data services in ADSL Broad band, CDMA 2000 1X wireless broad bands-NIC & EVDO, provision & maintenance of new as well as existing connections (P 2.2 version & Multiplay switches), various promotional activities in the high speed data sector-familiarization of various plans for home & business subscribers, advertisement thru media, direct sale etc.

**Outstanding achievement** : achieved more than 200 % of Broad band connection target of Guruvayur Telephone Exchange.

**Administration:**

I have 4 years experience in the administration/secretarial section- staff establishment jobs, various data entry works, preparation of important/confidential office/MIS reports, Preparation of business score card for executives staff-& keeping CRs of both executives/non executives in a Division, jobs related to claim section, all clerical/administrative jobs in the office of Divisional Engineer(Telecom).

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| **Position held** | **Name of Company** | **Period** |
| **Sales Executive(credit control)** | **GATI Ltd,**  **Secunderabad** | **1998 – 1999 in their Pondichery branch** |

Work responsibilities includes : clearing of both submitted & unsubmitted outstanding with the credit customers,Total billing of the branch,oustanding collection & proper accounting of the same,periodical visit/correspondence with business associates,credit customers for realisation of payments.

**Outstanding achievement** : selected as one of the best Credit Executives in Chennai region during the sales campaign 98-99.

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| **Position held** | **Name of the company** | **Period** |
| **Sales Excutive** | **GATI Ltd, Secunderabad** | **1997 –1998 in their Pollachi branch** |

Nature of work : Accountable for the sales growth in the particular territory of the branch,familiarisation of Company’s products among all valued customers,Achieving monthly business and collection targets,adding new customers & regaining lost customers,Knowing competitors activities and make strategic marketting plans accordingly,utilizing full sales potential of the territory.

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| **Position held** | **Name of the company** | **Period** |
| **Supervisor- Transport opeartions** | **GATI Ltd, Secunderabad** | **1995 – 1997 in their Coimbatore branch.** |

Nature of work : incharge of all modes of company’s transport operations ( such as Surface cargo ,Air cargo), daily movement of route vehicle from branch to hub,stock/store/warehouse in charge, operations with business associates,Customer service & Tele marketting and counter business.

**Education:**

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| **Course** | School/College | University | **% of Marks** |
| IMCP  (1994-1995) | FACT Training School,Aluva,Ernakulam | NCVT | 72 % |
| BSc(Physics)  (1990-1993) | Sree Krishna College,Guruvayur,Thrissur | Calicut University | 71 % |
| Pree Degree  (1988-1990) | St.Thomas College,Thrissur | Calicut University | 67 % |
| SSLC(1988) | SDVHS,Peramangalam,Thrissur | Board of Public Exam.Govt.of Kerala | 77 % |

**Personal Details:**

Name : SUDHEERAN K.S

Date of Birth : 06-12-1972

Age : 38

Sex : Male

Nationality : Indian

Marital Status : Married

Residence status : India

Valid Indian passport : Yes.

Visa status : Nil ( Working in India)

Present salary : Rs.65000/-

**Languages Known:**

To Read : English, Hindi & Malayalam

To Write : English, Hindi & Malayalam

To Converse : English, Hindi, Tamil & Malayalam

**Computer Exposure:**

More than 10 years working experience in MS Office packages – MS word, Excel, Access & Power point. And also in Star office-6 & Open office

Completed certificate course in Windows XP & MS Office packages, and C++.

Completed certificate course in PC Hardware & Maintenance.

Trained in most modern CDR/CLARITY software in Telecom sector.

**Certification**

* 1. Successfully completed 3months Telecom office training in 1st rank.
  2. Completed 4 weeks Telecom operation training in 1st rank.
  3. Completed 10 weeks Telecom Technical training in 1st rank.
  4. Successfully completed one week training course in New Telecom Technology, Technology familiarization and Broad band internet services from RTTC Mysore & CTTC, Trivandrum.
  5. Completed 16 weeks JTO training from chennai in 2nd rank

**Declaration:** I hereby declare that all the above information are true to the best of my knowledge & belief.

**Place: Calicut Yours sincerely**

**Sudheeran.K.S**